DOCUMENT RESUME

ED 221 211 IR 010 386

TITLE	Second National Seminar on Library Services for the Handicapped, Papers [Proceedings] (Canberra, Australia, May 18-20, 1981). Development of Resource Sharing Networks. Networks Study No. 20.
INSTITUTION	National Library of Australia, Canberra.
REPORT NO	ISBN-0-642-99249-5
PUB DATE	81
NOTE	103p.; For related document, see ED 178 035.
AVAILABLE FROM	Sales and Subscriptions Unit, National Library of Australia, Canberra, ACT 2600, Australia ($5.95).
EDRS PRICE	MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	Advisory Committees; Audiotape Recordings; Braille; Computers; Copyrights; Foreign Countries; Information Dissemination; *Information Needs; Interlibrary Loans; *Library Role; *Library Services; Mental Retardation; Perceptual Handicaps; *Physical Disabilities; Public Libraries; Talking Books; Union Catalogs; *Visual Impairments
IDENTIFIERS	*Australia; Kurzweil Reading Machine

ABSTRACT

Speeches, papers and summaries of group discussions from Australia's 1981 national seminar on library services for the visually, mentally and physically impaired are presented. The opening speeches are followed by papers on achievement and progress in library services for the handicapped since 1978 (the date of the first national seminar) (W. D. Thorn); the role and activities of the National Advisory Committee on Library Services for People with Disabilities (Senator G. Davidson); the implications of the National Union Catalogue of Library Materials for the Handicapped (NUC:H) (C. Law); the role of state and public libraries in meeting the information needs of handicapped people (K. Horn); the implications of the Copyright Act on the production of special format materials for the handicapped (P. Banki); the concerns of publishers regarding copying for the use of the handicapped (C. Makepeace); the potential of computer and data communications technology in information services for the handicapped (I. MacLeod); and the use of the Kurzweil Reading Machine for the visually impaired, as presented from three different viewpoints (M. Fialides, C. McKenzie, and B. Hewitt). The seven group discussion reports relate to interlibrary loans, standards for braille, standards for audio materials, standards for library service to the handicapped, promotion of library services to the handicapped, copyright considerations, and the information needs of the perceptually and mentally handicapped. Recommendations are provided. (ESR)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED221211

DEVELOPMENT OF RESOURCE SHARING NETWORKS:
NETWORKS STUDY No. 20

Second National Seminar on Library Services for the Handicapped

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION
CENTER (ERIC)

☒ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

Canberra, 18-20 May 1981

Papers

"PERMISSION TO REPRODUCE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

Sandra Duffield

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

IR010386

Canberra National Library of Australia 1981

National Seminar on Library Services for the Handicapped (2nd: 1981: Canberra, A.C.T.).
Second National Seminar on Library Services for the Handicapped, Canberra, 18-20 May 1981: papers / National Library of Australia. - Canberra: N.L.A., 1981. - iv, 97 p. ; 25 cm. - (Development of resources sharing networks: networks study; no. 20).
Includes bibliographical references.
ISBN 0 642 99249 5

1. Libraries and the handicapped - Australia - Congresses. I. National Library of Australia. (Series: Development of resource sharing networks: networks study; no. 20).

027.6'63'0994

Printed by Canberra Publishing & Printing Co. Pty. Ltd

PREFACE

As a librarian I am naturally of the opinion that for a person not to have a library service is a fair definition of disability. Therefore I think it is a shame that having a personal handicap can create this disability, even in a community well served for libraries. 1981, International Year of Disabled Persons (I.Y.D.P.), was designated the time for breaking down barriers. So it was an appropriate time for the National Library to convene the Second National Seminar on Library Services for the Handicapped.

The Library's role in library services for people with disabilities is essentially a co-ordinating one. This might almost be described as 'the Australian model'. Indeed, at a conference of the International Federation of Library Associations in Leipzig this year I was much heartened to find that the Australian program was becoming widely known and well regarded, particularly for the first issue of the *National Union Catalogue of Library Materials for the Handicapped* (NUC:H). Our efforts in co-ordination rely entirely on the co-operation of those organisations throughout Australia which produce the special format materials and make them available through libraries and other agencies. These same groups contributed much to the success of the Second National Seminar.

By publishing these papers we provide a record of the seminar itself and of the state of the art in 1981. We also make known the recommendations of the workshop groups which offer pointers for future developments. Of course, much of the worth of a good seminar cannot be captured in print. I recall the warmth and enthusiasm of the gathering, and most especially the disabled people, who represented several professions. Their active and vocal presence confirmed the value of meeting again to discuss what we were all doing, and hoping to do, to make library services available to everyone, regardless of disability.

Harrison Bryan
Director-General

CONTENTS

Introduction 1

Program 3

Official Opening
Welcome - Senator Gordon Davidson 6
Opening Speech - Harrison Bryan 9

The Australian scene: achievements and progress since 1978
W.D. Thorn 13

The National Advisory Committee on Library Services for People with Disabilities: role and activities
Senator Gordon Davidson 20

Resource sharing: implications of the National Union Catalogue of Library Materials for the Handicapped (NUC:H)
Clifford Law 25

The Role of the State and public libraries in meeting the information needs of handicapped people
K.A.R. Horn 31

The Copyright Act: implications for the production of special format materials for the handicapped
Peter Banki 37

A Publisher's view of copying for the use of the handicapped
Chris Makepeace 40

Information services for handicapped persons: the potential of computer and data communications technology
Iain MacLeod 43

Using the Kurzweil Reading Machine: implications and considerations for library managers
Margaret Fialides 53

Kurzweil Reading Machine
Cate McKenzie 57
Ben Hewitt 61

Seminar Workshop Topics 64

Guidelines for Workshop Group Discussions 65

Workshop Group Reports

Group 1 69

Group 2 71

Group 3 76

Group 4 78

Group 5 83

Group 6 89

Group 7 93

INTRODUCTION

The first National Consultative Seminar on Library Services for the Handicapped took place in Canberra on 1, 2 and 3 August 1978. That seminar was organized by the National Library on the recommendation of the Working Party on Library Services for the Handicapped.

That was the first occasion in Australia on which a broad cross-section of people gathered to discuss the question of library and information needs of the print-handicapped. It acted as a catalyst for the development of library services for the handicapped, particularly at the national level.

Following on the success of this first seminar, the National Library organized a *Second National Seminar on Library Services for the Handicapped*. It was held in Canberra on 18, 19 and 20 May 1981. The seminar provided an opportunity for handicapped people and representatives of libraries, voluntary agencies, government instrumentalities and others interested in library services for the handicapped to come together and discuss the question of meeting the informational, cultural and recreational needs of the handicapped. The seminar had the following major objectives:

- to provide a forum for reviewing the progress that had been made since the first national seminar in 1978 and for considering the future direction of ongoing activities aimed at developing library services for handicapped people
- to focus attention on the question of library services for handicapped people in 1981, the International Year of Disabled Persons (IYDP)
- to stimulate the interest of those concerned with the provision of library services and to direct their attention to the special needs of handicapped people
- to consider ways in which information about these services can be brought to the notice of potential users.

The seminar was held at University House, Australian National University, where all workshop sessions took place and where most participants were accommodated. It took the form of plenary sessions which were addressed by speakers on topics germane to the theme of the seminar, and small workshop groups which explored specific topics in considerable depth. The seminar workshop topics are set out on page 63 of these proceedings. Seminar documents were also produced in braille and audio formats for those participants unable to use the print materials.

At the final plenary session of the seminar, each workshop group presented a written report which recorded the conclusions reached as well as the points raised and discussed by each workshop group. In reading these reports, it should be remembered that they were produced under considerable pressure of time. The views expressed in each report may not always represent *all* the individual views of members of the workshop that produced them. Individual participants may have compromised on a particular point of view in order to produce a report in the time available.

This publication reproduces the texts of the papers delivered at the seminar, together with the workshop groups' reports. It is published as a record of the seminar and as a contribution to the further development and improvement of library services for handicapped people in Australia.

PROGRAM

Monday 18 May

9.00 am Registration

10.00 am Official Opening by Harrison Bryan, Director-General, National Library of Australia

Chairman: Senator Gordon S. Davidson
Chairman, National Advisory Committee on Library Services for People with Disabilities

10.30 am Morning Tea

11.00 am 1. The Australian Scene: achievements and progress since 1978

W.D. Thorn - National Library of Australia

2. The National Advisory Committee on Library Services for People with Disabilities: role and activities

Senator Gordon S. Davidson - Chairman, National Advisory Committee on Library Services for People with Disabilities

Chairman: Fred T. Hill, National Advisory Committee for the Handicapped

12.15 pm Lunch

1.30 pm 1. Resource Sharing: implications of the National Union Catalogue of Library Materials for the Handicapped (NUC:H)

Clifford Law - National Library of Australia

2. The Role of the State and public libraries in meeting the information needs of handicapped people

Mr K.A.R. Horn

Chairman: Harrison Bryan, Director-General, National Library of Australia

2.30 pm Workshops

5.00 pm Close

5.20 pm Bus from University House to National Library

5.30 pm Reception at National Library

7.00 pm Bus from National Library to University House

Evening free

Tuesday 19 May

9.00 am 1. The Copyright Act: implications for the production of special format material for the handicapped

Peter Banki - Australian Copyright Council

2. A Publisher's view of copying for the use of the handicapped

Chris Makepeace - Australian Book Publishers Association

Chairman: Don Schauder, Prahran College of Advanced Education

10.00 am Morning Tea

10.30 am Workshops

12.30 pm Lunch

1.30 pm 1. Information services for handicapped persons: the potential of computer and data communications technology

Iain MacLeod - Australian National University

2. Using the Kurzweil Reading Machine: implications and considerations for library managers

Margaret Fialides - Royal Victorian Institute for the Blind
User Panel - Cate McKenzie
- Ben Hewitt

Chairman: Jim Finn, National Advisory Committee on Library Services for People with Disabilities

2.30 pm Workshops

4.15 pm Plenary Session - Workshop leaders reports

Chairman: Graham Laurence, Royal Blind Society of New South Wales

7.00 for 7.30 pm Seminar Dinner in the Hall, University House

Speaker: Edith Hall

Wednesday 20 May

9.00 am Workshops

10.00 am Morning Tea

10.30 am Plenary Session - Workshop leaders reports

Chairman: Fred Hill, National Advisory Committee for the Handicapped

1.30 pm Plenary Session - General summing up

Chairman: W.D. Thorn, National Library of Australia

3.00 pm Close

OFFICIAL OPENING

Welcome

Senator Gordon S. Davidson
Deputy Chairman, National Library of Australia.

Good morning everyone.

Welcome to the Second National Seminar on Library Services to the Handicapped. The National Library of Australia, its Council in general,and the Advisory Committee on Library Services for People with Disabilities in particular, confirm this welcome. We are very pleased to see you all here. Thank you very much for your interest and attendance.

My first duty is to bring to you a message from our Minister the Hon. Ian Wilson. This is what he says:

> Senator Gordon Davidson, Members of the National Advisory Committee, and seminar participants,
>
> I regret very much that my official duties prevent me from joining you at the openirg of this National Seminar on Library Services for the Handicapped. As you are no doubt aware, the Home Affairs and Environment portfolio covers a wide range of important responsibilites, and since my appointment as Minister a couple of months ago, I have been endevouring to come to grips with the various issues and to meet the people concerned with all the different areas.
>
> Very early on in this process I was pleased to be able to visit the National Library of Australia and to meet with its Council. The National Library is an institution of which all Australians should be proud, for it has taken the lead in the development of library services in Australia to the point where we will soon have a library system as good as any in the western world.
>
> And of all the initiatives of the National Library, none is more important than those taken several years ago to improve and expand the services provided by the nation's libraries for the handicapped. Although it is particularly appropriate that this seminar is taking place during the International Year for Disabled Persons, it is important to note that these initiatives

were taken long in advance of this special year and will continue far beyond its duration.

I trust that your Second National Seminar is fruitful and that it leads to an even greater understanding of the needs of disabled people for library services and of better ways in which those needs can be met.

This is a very important year for people who have concern for those with disabilities. This concern is being expressed by governments, community organisations, service groups, schools and churches. In general terms there is a considerable awakening by our society to the situation of this group of people in our midst. One is aware of what might be termed less emphasis on "needs" and more references to "abilities" whilst at the same time recognising limitations. This year has encouraged, I believe, a more positive attitude and the development of greater co-operation.

Speaking personally, and I am glad to note this, for it was in May of 1971 ten years ago, that as a member of a Senate Committee we presented a report relating to persons with disabilities and by recommendation invited the National Library to undertake certain work in the provision of appropriate services.

That report had a relationship to the establishment of a Working Party on Library Services for the Handicapped and the holding of the first seminar in August of 1978.

Speaking at the opening of that seminar, I made the observation that it was necessary to extend the range of library services as far as possible to the whole range of disabilities and further, to recognise that modern library services involve resources far beyond traditional books and reading materials.

Now that the National Library has organised a second seminar I suppose it is going to be easy to say the same thing again.

But all of those things have played their part and this seminar will build on that and project new thought into the future, educating the Australian community as it does that.

Today our Director-General Mr Harrison Bryan is to open the seminar. It is fitting that he does this having comparatively recently arrived in our midst and assumed the directing of this important national institution - the National Library of Australia.

His long experience with libraries and his extensive experience with their administration give him a particular understanding of

the extent of the needs of the wide range of clients who one way or another have been his concern. This means that he has a keen appreciation of what is being attempted and what has been achieved, but it also gives him a very real awareness of what libraries have yet to do.

We welcome him most cordially, and I have pleasure in inviting him to speak to us and to open this seminar.

OFFICIAL OPENING

Opening Speech

Harrison Bryan
Director-General, National Library of Australia

May I first of all welcome you to this seminar and express the Library's appreciation that you were able to come and help advise us and Australian libraries generally on how we can improve our services to people with disabilities. Next may I voice the confident assertion that our deliberations will indeed result in constructive proposals for the improvement of these services.

I would like to reassure all seminar participants that the fact that this seminar is being opened only by a Director-General and not by some much more distinguished dignitary does not reflect in any way the importance that the Council of the National Library attaches to this event.

We did indeed try quite hard to lure a political eminence or two to perform this function but it is our impression that those luminaries involved in the Canberra scene who are not looking over their shoulders for potential rivals are gazing in their shaving mirrors to see if they have missed any nicks that may have been left by the razor gang.

Failing an outside speaker I know the Chairman of the Council, Mr Kenneth Myer, would have wished to take an active part in this ceremony. However he is overseas at the moment and has perforce to send his apologies.

Perhaps the most appropriate "declarer opener" of all would have been the Deputy-Chairman of the Council, Senator Gordon Davidson, the Chairman of the National Advisory Committee on Library Services for People with Disabilities. However, as you will have noted, Senator Davidson is already committed to addressing the seminar and besides, this gives me the opportunity of expressing the Council's and the Library's appreciation of Senator Davidson's work as foundation Chairman of the National Advisory Committee. He has devoted a considerable amount of time, which I know he could ill-spare from a very busy public life, to the work of the Committee and indeed to achieving the aims of the Committee. Senator Davidson represents the Upper House of the Federal Legislature on the National Library Council and as a result, his present term of office on the Council will expire at the end of June. I would like to take the further opportunity, accordingly, of recording the Council's debt to its Deputy-Chairman, not only for his faithful and constructive attendance at meetings but also for the very substantial support he has given to the Library in what can only be called Other Places.

But to return to the present occasion, I am very pleased from my own point of view to be performing this duty today not only, as I say, so that I can assure you that the Library does regard this seminar as one of the most significant of its undertakings, particularly in this International Year of Disabled Persons, but also because it has forced me to realise just how little understanding there has been and still is on the part of the members of my profession, myself specifically included, of the problems experienced by people with disabilities, in respect of library use.

May I give as my first illustration the planning for this seminar. The National Advisory Committee which, I guess it must be conceded, brings together a group of people who could have to be more aware of these problems than most librarians, has had the plans for the seminar before it for some time. Nevertheless it was not until the Committee enlarged its membership to include two people with disabilities that it was brought home to us that the design of University House, this most charming and well-equipped of settings for such a seminar, puts formidable difficulties in the way of any physically handicapped residents.

By the time this fact was brought to my notice it was too late to change the venue for the seminar, even if a substantially more satisfactory one had been available. Not only the Library administration but its advisers were left with more than a little egg on their faces.

But the designer of University House could be excused, to some extent at least. Not only was this building constructed thirty years ago but the residential areas were planned in conscious imitation of a medieval model - which says something, by the way, for the limitations of renaissance humanism. The National Library is a much more recent building than University House. In addition to the benefits to be derived from the study of other library buildings, even in Australia, not to mention an appreciation of changing community attitudes, the architects had a distinguished library consultant to turn to for advice. That a building emerged, nevertheless, with no usable ramp to give access to the front door is astonishing. There is a back door, in fact, through which ingress can be gained and this does lead directly to an elevator, but the special arrangements that have to be made for people with disabilities to use this point of entry comprise, in my opinion, an improper barrier to library use. The cliff-like flights of steps to the podium on which stands one of Australia's most handsome buildings announce very firmly, it seems to me, that only the physically fit can use the National Library. Actually even the physcially fit have problems with these steps at night.

Of course something is being done about this, but it will cost quite a lot of the taxpayers money to reconstruct the existing

ramp to a usable gradient and, in these days of slashed recurrent funding, that will mean an unsatisfactory delay.

Architects take a great deal of persuading away from grand external staircases; understandably, because they often lend dignity and dimension to buildings, but staircases have no place in the approach to library entrances, even for normally nimble readers. Libraries are places for people to go into not admire from outside. When the great Sterling Library was completed at Yale University in the mid thirties the then librarian wanted to insist that there be inscribed over its pseudo-Gothic portals, "This is not the library, the library is inside". One of the major achievements of university library planning in the United States since World War II indeed was to persuade architects that libraries did not need the extra butressing of monumental flights of outside steps. The Firestone library at Princeton was the first of these great buildings which is entered, quite literally, at ground level.

A library building which owes much to these American models is the Fisher Library at the University of Sydney. My predecessor as librarian there, Andrew Osborn, who greatly influenced its design was adamant that it have no external steps, but even he failed to prevent the provision of two shallow steps up to the doors. It is said that these sneaked into the plans one night. At least that library does have an easily negotiated ramp. However, it also has front doors that are excessively heavy to open and must be impossible for physically handicapped readers and it was only some four or five years ago, more than a decade after the library was opened to the public, that a toilet provision was made for the physically handicapped.

An even more intransigent problem is revealed in the design of Fisher. With very commendable foresight, in view of the freeze in capital expenditure by universities in recent years, the Fisher bookstocks were carefully designed for maximum capacity. But shelf ranges on 4 foot centres mean aisle widths that are impossible for wheel chairs and offer difficulties to anyone with anything other than 20/20 vision.

I recall, on the lighter side, the reaction of the Sydney student body to its first exposure to guide dogs. In the seventeen years I was at Fisher we had quite a number of blind students who relied on guide dogs. The dogs were, as you would expect, exemplary in their behaviour. Student humour, however, suggested the need to test the consistency and the patience of the library authorities with a rash of assorted dogs on equally assorted leads, innocently introduced by students with no obvious disabilities, in the belief that all pets were welcome. Unfortunately not all the pets were as housetrained as the guide dogs.

To do them justice, the students without handicaps (that is to say other than their highly developed sense of humour and their much less well developed sense of proportion) were always helpful to their less fortunate fellows, if even less discerning of their needs than were the library staff.

Thinking back to the only other library I have worked in, the University of Queensland Library, where I spent the first thirteen years of my professional life, I can see that, as a building, it must have presented quite insuperable barriers to students with disabilities of almost any kind. I must say that I do not remember ever devoting a thought to the library problems of disabled students in all those years. Indeed I only remember one such student, who was blind, over the whole period. Clearly there was a connection. I saw no handicapped students because it was just too dificult for them to use the library and perhaps too difficult to get to the University at all - just because people like me were quite thoughtless in this area.

And so we come back to this seminar and to the need for it. It is needed not merely to help in indentifying and solving the library use problems of disabled people, but also to raise the level of awareness of these problems in a profession whose ethic is service but which, through ignorance, has conspired to exclude a whole section of the community from that service.

After all that, it remains only for me to take up my imaginary scissors, to cut this imaginary ribbon in front of me and to declare this seminar well and truly open.

THE AUSTRALIAN SCENE: ACHIEVEMENTS AND PROGRESS SINCE 1978

W.D. Thorn
National Library of Australia

I think you will agree that any review of achievements and progress in library services for the handicapped in Australia, must be linked back to the first National Consultative Seminar held in 1978. That seminar, and I feel the word consultative in its title needs to be stressed, was sponsored by the National Library and the National Advisory Council for the Handicapped (NACH) and organised by the National Library on the recommendation of the Working Party on Library Services for the Handicapped. That seminar had the following major objectives:

- to stimulate the interest of those concerned with the provision of library services and to direct their attention to the special needs of handicapped people

- to consider the respective roles of public libraries and voluntary agencies in the provision of library type services for handicapped people

- to suggest lines for the future development of services and means by which the special needs of handicapped people can be kept under review

- to consider ways in which information about the services available could be brought to the notice of potential users.

I would like to remind you that this was the first occasion in Australia that a broad cross-section of people gathered to discuss the question of the library and information needs of the print-handicapped and how these needs could best be met.

What were the achievements of the first seminar? A lot of us met each other there for the first time. What effect has it had on the library scene?

The seminar, and in particular the associated workshops, presented a widely held view of the need for a co-ordinated national program to meet the library and information needs of the print-handicapped, and the need for the National Library to take an active role in any future program. In particular, there was a concensus of opinion in the workshop groups that the National Library should:

(1) construct and maintain a national union catalogue to list library material used by handicapped people held in Australian libraries.

(2) identify the Australian and other materials which need to be produced in Australia in a form accessible to the handicapped and to co-ordinate the production program

(3) to undertake the functions of a clearinghouse to encourage national and international co-operation in copying of printed materials into braille or or audio forms and to co-ordinate the obtaining of copyright permissions

(4) to act as a centre for international inter-library loans of library materials for handicapped people in Australia.

Looking back, one can see that the first seminar, in bringing together the various groups and views on library services for handicapped people, acted as a catalyst for any future developments in this field. I know for sure that it generated a lot of enthusiasm.

The seminar also provided valuable input to the Working Party on Library Services for the Handicapped which reported to the National Library Council nine months later, in April 1979. The report of the Working Party gave a formal structure to the many views expressed at the first seminar and has become the key to the understanding of national developments in this field since 1979. I would recommend strongly that anyone seriously interested in this subject read this publication. The Working Party made eighteen recommendations directed at improving library service through the identification of specific areas for co-ordination and co-operation within a unified system. This model was based on the existing library network together with voluntary agencies, with overall responsibility for this development to be shared between the national, State and local levels of government.

Eight of the recommendations made concerned specific, practical tasks for the National Library. Those tasks were that the National Library should:

(a) act as a centre for international inter-library loan of library materials for handicapped people

(b) establish and maintain contact with major overseas programs with a view to fostering international exchange

(c) maintain a production register of works in progress file to enable the coordination of the production of materials in special formats

(d) continue to gather information about relevant technological advances and establish a clearinghouse of such information

(e) assist with the attaining of permission from copyright owners for materials to be reproduced for handicapped people

(f) establish and maintain a union catalogue of material for the handicapped.

The National Library Council considered the report in detail at its August 1979 meeting and accepted in principle all 18 recommendations. At the same time, it was decided, having regard to other priority tasks which must be performed by the library, to give priority to the implementation of the practical tasks identified in the recommendations just mentioned.

A number of the Working Party recommendations (15, 16, 17) dealt with the establishment of a national advisory committee on library services for the handicapped which would provide a forum for consultation and advice for the National Library. In fact it should be noted that need for such a body was raised by a number of groups at the first national seminar.

What is now the National Advisory Committee on Library Services for People with Disabilities was established by the National Library Council early in 1980 and has met regularly since then. It has provided valuable advice to the National Library on developments in this field. Senator Davidson, the next speaker, will I am sure, expand on the activities of the committee during his address. In looking back one can see that the Report of the Working Party laid the foundations for any future developments in this area of library service. What in practical terms has been the National Library's response to the report? In the fiscal year 1979-80, the National Library received a total staff increase of three positions. In allocating *all* three positions to the establishment of a library services for the handicapped section, the National Library gave the highest priority to the implementation of the tasks which were considered to warrant immediate attention.

To start with, *Link-up* has now been produced regularly for just over twelve months. This bi-monthly newsletter is intended as a medium for the dissemination and exchange of information on matters of interest to librarians and agencies serving the handicapped. Since the first issue of *Link-up*, the mailing list has grown rapidly to over 800 addresses in Australia and overseas. The newsletter is also produced simultaneously in audio format. As a matter of fact, the last issue appeared on cassette before the print version, thanks to the efficient handling by the Royal Blind Society of N.S.W. of our pre-publication copy. It is interesting to note that *Link-up* is

being read not only by librarians but also by other professionals such as social workers and occupational therapists in the wider rehabilitation and health fields.

For those of you who do not receive *Link-up*, a sample copy of the latest May issue has been included in your seminar folder.

What progress has been made on the development of the *National Union Catalogue of Library Materials for the Handicapped*? NUC:H has become a reality and should be seen as one of the real achievements that flowed from the 1978 seminar. Design and testing of the catalogue occurred during 1979/80 and the first issue containing records for 2,700 braille and audio titles was released in March this year. The computer system used for its compilation is designed to use the Australian MARC Record Service (AMRS) to the maximum extent possible so as to take full advantage of available authoritative cataloguing data and to keep at a minimum the bibliographic demands on contributing libraries. As far as I am aware, NUC:H and *Reading Materials for the Blind and Physically Handicapped*, the catalogue of the National Library Service for the Blind and Physically Handicapped of the Library of Congress, are the only two union catalogues being produced at this stage that are based on the use of international standard machine-readable cataloguing data. Cliff Law in his paper this afternoon will expand on the benefits of this system in relation to the sharing of resources in this field.

The union catalogue is expected to grow at the rate of 1,000 titles per month until the complete holdings of libraries and agencies serving the print handicapped in Australia are included. I would like to thank the contributing agencies for their support in helping to develop this project and also the fourteen organisations who have subscribed to the union catalogue. Those of you who don't yet contribute or subscribe - just wait; we will catch up with you when we can.

Ancillary to the union catalogue is the setting up of the Works in Progress Register (WIP). This will be of vital importance to producers of special format materials in Australia as it will assist to increase the production of materials by reducing unnecessary dupliction in the original transcribing or recording of print titles into special mediums. System design work has started on the Works in Progress Register and it is projected that the system will be operating by the end of this year.

On the advice of the National Advisory Committee on Library Services for People with Disabilities, the National Library is planning to publish a new edition of the *Library Services for the Visually and Physically Handicapped in Australia: a Directory*. The first edition published in 1977 is very much out of date. Eight hundred questionnaires aimed at obtaining up-to

date information on access, collections and special services have been sent out to libraries throughout Australia.

While the data in the returned questionnaires have not yet been fully collated and assessed, we believe that they show the progress that has been made since 1978, especially in terms of measurable resources. This can be most clearly seen in the rapid development of taped book services that have been established by numerous public libraries throughout Australia. By the development of taped book and magazine services public libraries have developed and extended the services which they have traditionally given through the housebound services and the use of large print books for those readers with visual impairment. Public libraries throughout Australia have continued to bring services to the print handicapped into the mainstream of traditional library services.

State libraries have also been active in this area since the first seminar. Through the development of special collections and also by the allocation of special grants for the services in this area, State libraries have given support to public libraries in this field.

The decision of the Victorian Government to provide funds for the Braille and Talking Book Library is an important breakthrough in that State. The last two years have also seen the establishment of state advisory committees on library services to handicapped people. South Australia, Western Australia and Tasmania already have established committees. The Conference of Commonwealth and State Ministers responsible for Cultural Affairs and the Arts, held in Canberra in February 1981, expressed unanimous agreement on the need to establish state advisory committees on library services for the handicapped, and it was decided at that meeting that in States where committees did not exist, their establishment was imminent.

Voluntary agencies, the traditional providers of library and other services to the handicapped, have also made considerable progress since 1978. It is still true to say the voluntary agencies are the main producers of materials for the handicapped. They also still have the strongest and best collections of materials available for the blind. Production capability in both braille and audio have increased. For example, in August 1978 the production of braille by computer by the Royal New South Wales Institute for Deaf and Blind Children had just begun; now almost three years later, there is a steady flow of braille material being produced in multiple copies. Agencies have also become concerned at the need for increased quality in productions in special formats. The National Library shares this concern for standards. Two of the workshop topics in this seminar focus on the need for Australian standards in braille and audio productions.

The acquisition of the Kurzweil Reading Machine by the Royal Victorian Institute for the Blind is opening up new possibilities and more importantly giving Australians exposure to and experience with new technology. Quite frankly I do not see the present generation of Kurzweil machines being widely acquired by Australian libraries but I do believe that in the future, later generations of these machines have a role in making normal library collections accessible to the blind and visually handicapped. The time will come when major libraries in Australia will have to have such machines.

Voluntary agencies have also been in the forefront of moves to increase and formalise the funding received from state and federal sources for library services for the handicapped. The voluntary agencies have played a key role in presenting the case for continued federal financial assistance for the production of special materials following changes to the book bounty scheme. The National Library has also been involved in these discussions.

Let me return to our 1981 survey for the new directory. While the returned questionnaires show there has been limited development of collections of special format materials by libraries in the tertiary education sector, there have also been achievements here. MIND - which as most of you will know stands for Meeting the Information Needs of the Disabled - a project of the Universities and College Libraries Section of the Library Association of Australia, has played an important part in raising the consciousness of librarians of the library needs of disabled students. This group, through the formation of what I may call MIND cells on campuses throughout Australia, and by the holding of workshops, has helped to sensitize information providers to the needs of handicapped students. We must remember that information providers includes more than libraries. Many of the problems in libraries are similar or are the same as in other organisations providing services to people with disabilities e.g. welfare services. It has been pleasing to note over the last three years the growing awareness within the Library profession of the needs of people with disabilities; examples which come to mind include the workshop on library services for the handicapped at the 1979 conference of the Library Association of Australia here in Canberra; the promulgation last year of the LAA's Statement of Policy on Library Services for Disabled People, a copy of which is included in your seminar folder.

The branches of the Association have taken up the challenge and workshops and seminars on library services for disabled people are now a part of the continuing education activities of the association. One must also see the range of activities and achievements since 1978 in the wider context of changes in Australian society towards disabled people. There have been broadly based changes of attitudes and in particular a desire for services and activities for the handicapped to move out of a separist welfare model into the mainstream of regular community

programs. This attitudinal change, which has occurred overseas too, has to a degree, paralleled the changes that have occurred in the field of library services for people with disabilities.

In looking back over the developments that have occurred since the first National Consultative Seminar, one can disagree with the direction and rate of change that has occurred on particular issues. But in standing back and taking a long term view of the three years, one cannot argue with the fact that there has been more progress in this period in the development of library services for people with disabilities than in any previous period. The attitudinal and structural changes together with the increased availability of special format materials, have contributed to the conditions necessary for the integration of services to handicapped persons into the mainstream of librarianship.

Up until now there has been emphasis on the library and information needs of the print handicapped. In the case of the National Library this has been deliberate. By concentrating on a narrow front useful progress has been achieved. The need of mentally handicapped people for library services as distinct from educational services has tended to be put to one side. I place considerable importance on the workshop of this seminar which will be seeking to delineate the information and library needs of mentally handicapped people and how these needs can be met by libraries.

The task before us at this Second National Seminar, particularly in the workshops and during informal discussions, is to build on the progress and achievements that have been made since August 1978.

THE ROLE OF THE NATIONAL ADVISORY COMMITTEE ON LIBRARY SERVICES FOR PEOPLE WITH DISABILITES

Senator Gordon S. Davidson
Chairman, National Advisory Committee on Library Services
for People with Disabilities

My task this morning is to say something about the role and activities of the Advisory Committee on which I have the honour to preside.

I do not pretend that we have all the answers and indeed it is difficult to show evidence of the work which we as a National Advisory Committee are doing. Nevertheless we are an institution of the National Library and we have been working in the interests of the cause for which we were appointed.

The National Library has a number of Advisory Committees. Their membership comes from the ranks of those citizens who are interested or involved in a particular discipline which is the Advisory Committee's concern.

In K.C. Wright's (Keith) book *Library and Information Services for Handicapped Individuals* the author says 'A delicate balance is needed in library and information services for the handicapped'. All of the library and information services available to other persons should be made available to the handicapped individual in a manner which does not stress the individual's handicap or ignore the consequences of that condition.We do not want to create formats, access or services which increase the isolation by needlessly stressing a handicapping condition.

The understanding of that delicate balance and the creating of a public awareness of that balance can best be done by a series of co-operative efforts, by consultation and by such co-ordination as is possible. Libraries must not be afraid of criticisms - that the programs about which we are speaking are sometimes described by some critics as not essentially library work or an intrusion into social welfare programs. Rather the job is to iniate co-operation with a wide variety of community and government agencies as well as with professional groups.

So when the Working Party was compiling its report they took very serious note of observations made during the 1978 seminar.

Some of the workshop groups suggested that the Working Party continue in existence after they had produced their report. This of course was not possible because the Working Party was set up for a specific purpose.

This expression of the need of some continuing advisory body was an acknowledgement of the fact that attention to this delicate

balance was necessary. It could best receive attention by the setting up of some advisory establishment which could do this, but more importantly it could be established with a degree of authoritative relationship to the library system at the national level.

The Working Party on Library Services for the Handicapped took note of this view. In its report the Working Party considered the question of advisory or consultative machinery and recommended that a National Advisory Committee on Library Services for the Handicapped be established by the National Library Council with specific terms of reference.

These terms of reference were:

To consider the special needs of handicapped people for library services and to advise on the organisation, development, co-ordination and operation of these services to meet these needs. In particular, and without limiting the generality of the foregoing, to

(a) advise on all aspects of the National Library's services to the handicapped

(b) advise on ways and means of ensuring the co-ordination and integration of the National Library's services with other available community facilities and services

(c) advise on the standards of library services and facilitites for the handicapped

(d) advise on the provision of adequate training facilities and courses for professional librarians and other staff connected with library services for the handicapped, and on the recruitment of such staff

(e) advise on means by which handicapped people themselves may best be involved in the planning for and provision of library services suitable to their requirements

(f) advise on, and stimulate research into, selected aspects of library services to the handicapped

(g) assist in organising conferences, seminars and the like, and visits by overseas experts on library services for the handicapped and to encourage liaison between national, State and municipal authorities and voluntary organisations concerned with library services for the handicapped

(h) advise on such matters as may be referred by the National Library Council and on all other matters concerning library services for the handicapped which the committee considers should be examined.

The National Library Council considered the Working Party Report and accepted its recommendation in principle in August 1979. It was decided, that given the limited resources that were available for the tasks recommended, priority should be given to the practical tasks identified by the Working Party.

With regard to the membership of the national advisory committee the Working Party recommended that:

(a) all members of the national advisory committee be appointed in a personal capacity because of their particilar knowledge, experience, or interest in the problems of handicapped people or in the provision of library services for them

(b) the committee be made up of not more than ten persons, each appointed for a finite term with the possibility, but not certainty, of re-appointment

(c) all members of the committee be appointed by the National Library Council

(d) the Chairman of the committee be appointed by the National Library Council

(e) each of the following umbrella organisations be consulted on the appointment of one member of the committee:

- National Advisory Council for the Handicapped (NACH)
- Australian Association for the Mentally Regarded (AAMR)
- Australian Council for Rehabilitation of Disabled (ACROD)
- Australian National Council of and for the Blind (ANCB)
- State Librarians' Council
- Library Association of Australia (LAA);

(f) the term of office of members be staggered to ensure continuity

(g) the committee meet at least twice a year

(h) the committee be required to report at least once a year and that its report be published and also transmitted by the National Library Council to the Minister for his information

(i) the National Library be responsible for providing secretariat services to the committee.

The Working Party was concerned with the question of representation. It pointed out that it would be impossible to arrange for direct representation of all groups concerned with the handicapped. It was for this reason that the Working Party suggested consultation with the six "umbrella" organisations - NACH, AAMR, ACROD, ANCB, State Librarians' Council and LAA before making appointments in a personal capacity to the National Advisory Committee. This was done. Unfortunately no disabled persons were suggested to the National Library by the "umbrella" organisations and therefore the initial appointments were made without the inclusion of a disabled person.

At the first meeting of the National Advisory Committee members expressed concern that there were no disabled members on the committee, and the matter was referred to the National Library Council for action. I am pleased that on this matter the advice of the National Advisory Committee was taken and additional appointments were made to the committee. I think you will agree that we now have a broad spread of interests and expertise on the committee.

The National Advisory Committee on Library Services for People with Disabilities is an advisory committee to the National Library Council. It is important to remember this fact. Its recommendations and suggestions must therefore, in the first instance, be made to the National Library Council and be implemented or acted upon by the National Library. What can be done will generally be achieved by co-operation, example and persuasion not by direction or coercion. Matters which have been before the National Advisory Committee so far include:

. Copyright and the production of materials in special mediums

. Standards

. Training

. The Australian Bureau of Statistics' Survey of Handicaps

. State Advisory Committees

. A *Directory of Library Services for the Handicapped*

and, most importantly for us all here today, the Second National Seminar on Library Services for the Handicapped.

We have had two meetings and the third is planned for October. This report does not pretend to set out all the activities in which the National Advisory Committee has given its attention. Its meetings have drawn together the wisdom and contribution of quite a range of people and we are just beginning our important national undertaking.

The National Library and Advisory Committee are different from State and local institutions. The latter by necessity provides facilities and services but the National Library by its very charter is called upon to provide leadership and advice and such assistance as it is possible for it to give, so that its work may be successfully co-ordinated with the many libraries throughout the continent, providing useful and satisfctory services to those people who have handicaps.

RESOURCE SHARING: IMPLICATIONS OF THE NATIONAL UNION CATALOGUE OF LIBRARY MATERIALS FOR THE HANDICAPPED (NUC:H)

Clifford Law
National Library of Australia

This paper seeks to examine resource sharing in its wider library framework, and then to look in particular at the historical development of library services to the print handicapped in Australia. This will be followed by an explanation of the *National Union Catalogue of Library Materials for the Handicapped* (NUC:H) and what it is designed to achieve. Finally I would like to explore with you the implications of the union catalogue in relation to resource sharing.

I think that we would all agree that sectors in Australian society are being increasingly pressed to review the use of available resources both in finance and manpower and to relate these resources to the objectives set by dominant forces in society.

I believe mainstream libraries have been living in this uncertain climate for some time. The days of unlimited funding for library development, if they were ever a reality in the sixties, have certainly withered in the eighties.

Paralleling this change of climate has been the gradual abandoning by librarians of the belief in the doctrine of the self sufficient library. It would be true to say that it is now generally recognized as an unattainable aspiration for any one library to be able to provide all the resources required by all its readers.[1]

Coupled with these growth limiting forces have been positive elements that have allowed a degree of change to occur. Co-operative ventures in librarianship have become a reality through the emergence and rapid development of electronic technology and the establishment and acceptance of national and international standards in data processing.

But perhaps more importantly for change to occur, there has been a recognition by librarians that co-operation does improve the quality of library services. It helps libraries make more cost effective use of their resources and so benefits the user in a measurable way.[2]

What does resource sharing mean? Resource sharing in its most positive aspect entails reciprocity. It implies a partnership in which each member has something useful to contribute to other members and in which each is willing and able to make available materials, when a need occurs. In the library field, resource sharing denotes a mode of operation where functions are shared in common by a number of libraries.[3] The goals of the process are

normally to provide a positive benefit in terms of access to more materials and services by the library user and also to be able to make these resources available at the same or less cost than if they were made available individually.

For the resource sharing process to occur, participating libraries must have materials to share and be willing to share them. I stress the word willing, because the process does entail the movement of materials from the library to another location, thereby making those items unavailable locally during the period of loan.[4] However, for the process to work, there needs to be more than an availability of resources and a belief in the system. Resource sharing also involves allowing bibliographic access to your collection by other libraries. It also presupposes a degree of uniformity in the construction and maintenance of these bibliographic tools. Finally, for the process to operate smoothly, procedures need to be established for the inter-library loan of materials.

While the infrastructure and process of resource sharing has been established by mainstream libraries, what has been the situation in the area of library services for the handicapped?

Historically, library services for the handicapped have their origins in the development of services for the legally blind. Welfare agencies developed quite early in each of the Australian States to provide a range of services for blind people in the community. In most cases, the services provided by these agencies also included library services and the ability to produce materials in-house in the special formats required. The service pattern that developed was one in which each organisation supplied the needs of their own clients in isolation. This, then, was the main pattern of service that existed until the nineteen seventies. "Limited by funding and their charters, these charity-based organisations could not be seen as a part of the nation's library system in a way that implied any sort of co-ordinated or co-operative infrastructure."[5] Services for the handicapped existed outside the mainstream library system and resource sharing between the various agencies had not developed.

The seventies saw the availability of commercially produced large print books and the production of taped books on the two track casette format. Numbers of public libraries developed services to their handicapped clients based on these resources and, in so doing, began the process of integrating services to the handicapped into the nation's library system.

In theory, scarcity of resources is the primary condition that creates a climate receptive to the development of co-operative ventures. However, the origin of the *National Union Catalogue of Library Materials for the Handicapped* (NUC:H) can be traced back to the first National Consultative Seminar on Library

Services for the Handicapped, held here in 1978. Bill Thorn in his paper has mentioned the role that seminar played in forming consensus on a number of issues. Participants at that seminar urged the National Library to take a key role in this field by establishing and maintaining a union catalogue of materials for the handicapped. As many of you already know, the first issue was published in March this year with 2,700 entries and continues to grow with new contributors at the rate of 1000 titles per month.

I would now like to examine the design of the union catalogue, as I believe that inherent in the design are the major elements that will lay the framework for resource sharing in this field. First, I would like to state what the catalogue is not. It is not a compilation of the catalogues of the different agencies, nor is it a card file based on the original cataloguing of the contributing libraries like the *National Union Catalogue of Monographs* (NUCOM). There are a number of reasons why the system is not based on these models.

The National Survey of Library Services for Handicapped People, conducted by the National Library in 1978 found that the catalogues of a majority of the organisations with collections for the print handicapped did not conform to national and international cataloguing standards.[6] This lack of standards posed a problem for the design of the catalogue.

For resource sharing to function, uniform standards of cataloguing are necessary to enable libraries to be able to communicate about their resources quickly and effectively. It was also noted that users invariably ask for books by the title and author of the original print edition - information not always found on the special format copies.[7]

Because of these factors, the records in the National Union Catalogue of Library Materials for the Handicapped are not totally based on the physical item held by the contributing library, but rather on the original print work. In other words, a braille or audio reproduction of a work is represented by a standard record of that work with added details about the special format.[8] This means that the contributed information from the reporting agency is not added directly into the system, but rather acts as a notification which triggers a catalogue record in a standardized form. It is this record that is added to the file.

In summary, the system for the construction and maintenance of the union catalogue is designed to utilize to the maximum extent possible the Australian Marc Record Service (AMRS). This allows the catalogue to take full advantage of available authoritative central cataloguing data and ensures a high degree of consistency of headings and also contributes to the uniformity of the file. It also reduces the workload of the reporting libraries to the maximum extent possible. The end result is a system that is free

from the inconsistencies of the cataloguing of the contributing libraries.

What are the implications for resource sharing that flow from the design and operation of the *National Union Catalogue of Library Materials for the Handicapped*?

At its most basic level, the union catalogue brings together in one catalogue all the special format materials that are available in Australia. It also gives print handicapped library users potential access to these resources. In so doing, it brings each contributing organisation into a resource sharing framework.

'Each individual collection, becomes a component of a national resource, whose vastly expanded diversity must enrich the reading experience of this user group.'[9]

However, for sharing to work, an inter-organisation lending system must be established to provide the mechanism for the flow of materials. Organisations with special format collections must realize the full implications of the reciprical nature of inter-library lending. While an organisation may borrow materials, it will also be borrowed from, particularly if it has a large collection. One of the workshop topics in this seminar is on inter-library lending and it is hoped that participants in that workshop will be able to produce guidelines that will help to develop a code for the inter-library lending of these materials.

The development of the resource sharing process raises the whole question of the need for uniform standards in the production of special format materials in Australia. For sharing to work, it is not enough for a work to be listed in the catalogue. A title produced by one agency must be of a similar standard to items produced by other agencies. Up until this stage, no uniform standards have been agreed upon by those organisations producing materials for the handicapped in Australia. The union catalogue does not solve the problem of standards. It only brings it out into the open. Again, it is hoped that the workshops on audio and braille standards at this seminar will give guidance in this area.

The union catalogue will also have a role to play in increasing the production of special format materials in Australia. For libraries wanting to buy titles, the catalogue lists all master materials held by the different producing agencies. This listing only occurs if the reporting agency is prepared to make copies available from its masters. The catalogue will also play a part in eliminating the unnecessary duplication of production effort. 'No title should be brailled, printed, or audio recorded by more than one agency in Australia'.[10] For a number of agencies to transcribe the same title is to reduce the national collection by the number of duplicate copies produced. Consultation of the catalogue will reveal whether a particular work has been produced

and which library holds the title in that format. A copy can then be borrowed on inter-library loan or purchased from the agency holding the master.

It must be noted that the union catalogue lists only completed works. It does not give any indication that a title is in the process of being transcribed into a special format. Duplication during this stage of production should also be avoided. The National Library has started work on the design of a Works in Progress file (WIP) which will reduce the duplicate transcribing that is now occuring.

The goal of resource sharing; that of providing access to information in what ever format and in every location to the user is a utopian one. *The National Union Catalogue of Library Materials for the Handicapped* does not directly achieve that goal. It only establishes the preconditions for the resource sharing process to occur. It is our responsibility as participants at this seminar to build on the framework established by the catalogue, in order to ensure that resource sharing becomes a reality.

1. Bryant, D.W. The changing research library. *Library Scene*, v.4, no.3, September 1975, pp.3-4.

2. Groenwogen, H.W. National and international co-operation in the creation of bibliographic networks: a comparison of experiences. *The Australian Library Journal*, v.29, no.2, May 1980, p.47.

3. Kent, A. Resource sharing in libraries . *Conference on Resource Sharing in Libraries, University of Pittsburgh, 1976*. New York, Marcel Dokker, 1977.

4. Kent, A. Resource sharing in libraries. *Encyclopedia of Library and Information Science*, v.23, Marcel Dekker, New York, 1978, p.296.

5. Swindley, R. *Library Services for Disabled People; a report to the nation*. Melbourne, Australian Library Promotion Council, 1981.

6. National Library of Australia. *Report of the National Survey of Library Services for Handicapped People*. Canberra, National Library of Australia, 1978, p.32.

7. Schumaker, D and de Villiers P.J. International Exchange of Materials for the Blind and Physically Handicapped, unpublished paper presented at the meeting of the Round

Table of Libraries for the Blind, International Federation of Library Associations, Boston, 1980, p.1.

8. Swindley, R. Bibliographic requirements for a union catalogue of special format materials for the handicapped. Paper presented at the Special Studies Workshop, Library Association of Australia Conference, Canberra, 1979, p.3.

9. *Ibid*, p.1.

10. *Ibid*, p.1.

THE ROLE OF THE STATE AND PUBLIC LIBRARIES IN MEETING THE INFORMATION NEEDS OF HANDICAPPED PEOPLE

K.A.R. Horn

This subject has been written and spoken about in Australia before, and some of what I say will certainly be repetitious to some of you. But I want to take a slightly different line from that of earlier writers, who have been mainly concerned with proposing national models or systems for the delivery of library services, whereas I speak as one formerly involved in services at a state and local level.

A community of service

It is now commonly accepted that library services to the disabled should be integrated as far as possible into comparable services for ordinary people (and this applies to academic and special libraries as well as to public libraries). Of course there are special considerations in relation to disabled users. They need special materials and equipment not always available in sufficient quantity from commercial sources; our libraries need new rules about copyright, loan periods, access and so on; we need changes to our buildings; our staffs need special training in serving disabled people. But these needs have been written about before, and I am going to leave them alone, or mention them only in passing.

The proposition that library services to the disabled should be integrated as far as possible into comparable services for ordinary people needs supplementation. There exist a number of voluntary organisations which give library service to disabled people and a number which, though not limited to library services, are concerned with the welfare of these people, and of course part of their welfare is that they should have access of right to library services as close as possible in quality to those enjoyed by the rest of us. These organisations are not knit into their own systems in the way libraries are getting to be, but their number and experience make them a significant component of any community of service. Indeed, when we say that library service to people with disabilities should be integrated into the normal public library system, we are really saying that the public libraries should be integrated into the community of service, or perhaps we should put it another way - that there should be a symbiosis in which the public libraries gain from the organisations a new dimension for their services, the organisations gain from the libraries access to a statewide system of service-delivery, and the disabled users gain from both.

At the State level

We have three levels of government in Australia, but the provisions of public library service is by and large the function of State and local governments. Now local government is the creature of State government, so public library services are really the responsibility of the States. All States have local libraries, and six out of the seven (I include the Northern Territory as a State) leave substantial authority to local government. They all have some State support for their local libraries, though they vary in the way this support is managed: it can be in materials or staff or buildings or in money, either for recurring costs or for special projects of one sort or another. In all States there is some assumption that the State Library should back up the local libraries in cases of specific need. They vary in size, population distribution and history, and so on in aptness for centralisation of services or for the establishemnt of large regions. In short, there is no uniformity amongst them.

Further, although all the States have some voluntary societies, these vary in numbers, in their precise purposes and in their financial bases.

So, although we can look forward to some sort of national or co-ordinated system, we cannot expect it to exhibit any real uniformity across the States.

I think this fact brings into question some of the model-making that has been done in the past, insofar as it has tried to assign fixed roles to one or other level of government.

Well, bearing in mind this lack of uniformity, I am required to say something about "The role of State and public libraries in meeting the needs of handicapped people". It must be clear from what I have said already that I cannot follow this title exactingly, but can only speak about service at a State level. Fortunately this is easier now that all the States have followed or are in the process of following the recommendation of the *Report of the Working Party on Library Services for the Handicapped*, that they establish State co-ordinating committees, consisting of some who provide such library services and some who use them, all of them prepared to listen to each other. The expression "at the State level" therefore no longer means "through the State Government".

In a way, instead of model-making for library systems I am agenda-making for State committees.

Centralised activities

One question that arises in planning statewide or statebased services is the degree of decentalisation that should be allowed

for, or, if you like, the degree of centalisation. In the case of libraries this is a matter for judgment - there is no proven answer. My own judgment is that the tailoring of library services and arrangements for their delivery to their users should be as close as possible to those users, ie, locally or regionally based. But granted this loose generalisation, there are still aspects of the service that can be and sometimes must be centralised. I offer the following as some of the factors on which decision on centralisation should be based.

First, a governmental or administrative principle. The money for public library services has been collected from the public by three different government levels - federal, state and local. It is passed round amongst those three governments, and is administered by them according to law or established custom. The money for voluntary associations is given to some specific Association for some specific purpose. So one factor is the source of the money involved, the categories in which it is currently administered and any conditions attached to it.

There is another factor, namely, efficiency and economy in the use of resources. The ownership of little-used material, for example. Material that is to be frequently used should be available in sufficient quantity and housed near its readers; material that is wanted only occasionally can be housed centrally and shared around when needed. This is elementary, and standard practice amongst present day libraries. As we move into types of library service that depend more and more on equipment, we need to extend the principle to that equipment. Again, service to scattered communities or individuals has to come from some central source. This applies not only to those scattered geographically but also to individuals, e.g. housebound disabled readers. If a municipality has a regular service to all the housebound, well and good; the disabled can be served through it. But if not it is a task reasonably to be undertaken by a central or regional authority, so that at least the disabled housebound can be served. Again, there are those whom a municipality cannot be expected to serve, because it receives no revenue for them - people in hospitals or gaols or such institutions that just happen to be located in a particular area. These need a centralised, or at least a centrally-funded service.

There is a third point. As soon as we are involved in any sort of shared library activities we need a mechanism for joint consultation and planning. We also need ways of coping with our human frailties of one sort or another. We all get despondent and need the support of our colleagues. We all get defensive and need to be kept open and balanced. We all profit from the sharing of experiences good and bad.

So now let me go on to suggest some tasks for centralized or co-operative action, always bearing in mind that I am assuming considerable local initiative and activity.

Agenda

1. First of all some tasks that relate to promotion:

   (a) The most important of these is the creation of a community conscience. Without this there is little hope of attracting the support both moral and financial that library service to the disabled needs. Along with this goes the lobbying of members of parliament, municipal councillors and senior public servants. And of course informing potential users of what is available by way of service.

   It is true that we can have spectacularly successful acts of lobbying, public relations at a local level or by individuals. It is also true that the lobbying of state members or public servants gains strength from being conducted over a large constituency, ie, at State or metropolitan level. Further good publicity calls sooner or later for professional assistance which is expensive and more economical if its cost is shared widely.

   (b) The next major need is to raise the expectations of present users. We all have some idea of these needs and our readers are generally grateful for what little we can do for them. But my experience is that libraries can decline and indeed atrophy unless they are forced to respond to constantly increasing demands from expectant and articulate readers. Yet it is very hard for readers to know the possible depths of real library service unless they can be exposed to them or have heard about them somehow. This is a curious circular relationship and it needs watching and fostering corporately.

2. Some tasks related to the actual giving of service:

   (a) The need for special training for librarians serving disabled people has always been recognised and it has been suggested that this subject should be treated in library schools. But the syllabuses of these schools are already overcrowded. In any case, training is most effective, when those undergoing it have had some experience of their milieu and of some initial frustration or failure. We would do better with seminars and summer schools where people actually involved in service to special groups could be trained in sensitivity, in the use of new technology and in how to work harmoniously and fruitfully with voluntary societies.

   (b) In this connection it is important that there should be in each State or major region a collection of materials

on library service to disabled readers and perhaps even a demonstration collection of material and equipment. We are now getting good bibliographies of materials for the disabled but these need to be supplemented by the assembly of the relevant books and articles to be a resource for librarians and the leaders of voluntary societies.

(c) The development of adequate service will involve access to more money than most individual municipalities can provide. This may come from central (State) grants but it may also need to come from cost sharing or through co-operation among a group of municipalities. This needs promotion and co-ordination by some central committee.

(d) Every State needs a back-up collection of expensive material and of little used equipment. How this collection is to be established will vary from State to State. Most States will use their State Libraries but the Victorian pattern is likely to be different. The Victorian Government's fairly generous funding of library service to the print handicapped is being done through the Braille and Talking Book Library and one of the expectations is that this library will be *the* state library for this function.

(e) Ervin Gaines drew our attention in 1978 to the possibility that the making of copyright arrangements at the federal level might produce unwelcome censorship. This needs to be watched at all levels. Sensitivity to censorship is no doubt keenest at the local level where it is felt, i.e. where the book is denied to the reader, but State level discussion and pressure add weight and significance to any protest.

3. There are some tasks related to consultation:

(a) We need central planning and regular review to secure an even spread of resources and good service throughout the whole of the State. At the same time we have to leave room for creative individuals, indeed creative individualists who can do exciting new things. We should never be afraid of occasional outbreaks of excellence.

(b) A State committee should give advice on the establishment and assessment of experiments and development projects.

(c) State committees need to be alert to change. Of course we all become aware of new opportunities of service and new technology. We also need to be alert to political

and social change. Don Schauder speaking at the first of these seminars said we ought not to be dictated to by technology. Similarly we ought not to be dictated to by our present political or administrative arrangements. Between 1972 and 1975 there were many innovations in the field of welfare. Now we have a new philosophy of federal and State relationships and many of the earlier projects are being abandoned. This makes for insecurity and bad service. So any structure based upon a political philosophy and especially any structure based on relations between two levels of government is at risk and anybody planning such a structure should be alert to the possibility of change.

Conclusion

If you have found this talk discursive, disordered and imprecise I should not be surprised. After all those of us who are actually engaged in promoting public library services find that that is what our lives are like. They are disordered and imprecise and above all opportunist. I hope I have not been too unkind about planning and about the allocation of roles and the setting up of formal structures. But these are dangerous processes, very easily misused. We get unrealistic. Worse still we get defensive. We use systems to protect the activities of some particular group. But the purpose of planning is not to pre-empt but to enable; to see that the things that need to be done get done in at least one place. Planning is not superior to the object it is meant to achieve. When someone does something we think should be done somewhere else we should not interfere unless we have sound reasons based on efficiency. Certainly we should not interfere just because of a nice, neat plan. We are here to give library service and to give it when, where and how we can. I remind you of what Ervin Gaines said at the first seminar:

> "In the United States our approach to library service for the handicapped and the deprived is evolving in a style and manner entirely characteristic of so much of our nation. It is fundamentally unplanned, it is eminently practical, it is not doctrinaire, it is diverse and it continually unfolds from the endless debates and experimentations of a democratic society. It works (sort of) but it never seems totally satisfactory. It is in its own minor way a model of the method employed by free people in resolving any of their dilemmas. It is the method of trial and error."[1]

1. Graines, E.J. The role of Federal, state, municipal and community organisations in providing library services to the handicapped in *Library Services for the Handicapped. A National Consultative Seminar, Canberra 1978*. Canberra, National Library of Australia, 1979, p.20.

THE COPYRIGHT ACT: IMPLICATIONS FOR THE PRODUCTION OF SPECIAL FORMAT MATERIALS

Peter Banki
Australian Copyright Council

The Copyright Amendment Act, 1980 has particular implications for the production of special materials for the handicapped. Section 14 of the Act amends the Copyright Act, 1968 by providing for a statutory licensing scheme for the making of copies of works by institutions assisting handicapped readers. The new provision is Section 53D of the Copyright Act.

The margin note to this new provision says that the provision relates to multiple copying. This is misleading. The provision is a statutory licence for the making of single copies of works in a number of forms for the specific use of handicapped readers.

Section 53D applies only to published material. The provision permits the making of a copy of a work "by or on behalf of the body administering an institution assisting handicapped readers". The phrase "institution assisting handicapped readers" is defined in Section 5(f) of the new Act. This means an educational institution or any other institution, not being an institution conducted for profit, direct or indirect, of an individual or individuals, with the principal function (or one of its principal functions) being the provision of literary or dramatic works for handicapped readers, and that is declared by the regulations to be such an institution. The correct interpretation of this definition is probably that an institution must be one to which the general description applies, and also be listed in the regulations as an institution assisting handicapped readers. Listing in the regulations is itself, not sufficient to qualify an institution for the copying privileges of Section 53D.

"Handicapped reader" is also defined by the new Act. The definition does not cover all classes of disabled persons - it is restrictive. A handicapped reader means a blind person, a person suffering severe impairment of his sight, a person unable to hold or manipulate books or to focus or move his eyes, or a person suffering from a perceptual handicap. It seems to me that this definition limits the class of a "handicapped reader" to persons who cannot read books for primarily physical reasons. It does not include the general class of the intellectually handicapped.

Section 53D permits a copy of a work to be made "for use by a handicapped reader for the purpose of research or study that he is undertaking or proposes to undertake, or for the purpose of otherwise instructing himself on any matter". (Section 53D(i)). This limits the purpose for which the handicapped reader's copy can be made to research and study purposes generally. It appears to exclude other purposes, such as recreational reading.

Section 53D permits the making of four different types of handicapped readers' copies. These are a braille version, a large-print version, a photographic version, or a version in the form of a record embodying a sound recording of the work (such as a talking book). Copies of published works can be made in these forms provided that the maker of the version is satisfied, after reasonable investigation, that no new version of the work in the form that is proposed to be made can be obtained within a reasonable time at an ordinary commercial price.

The tests of "reasonable investigation", "reasonable time" and "ordinary commercial price" are the same as in other parts of the Act. The proper meaning of these terms will need to be defined by the courts.

In this context a "photographic" version of a work means a film strip or a series of separate transparencies designed to meet the needs of handicapped readers (Section 53D(15)).

Where a braille, large-print, photographic or recorded version of a work has not been separately published, then the institution is permitted to make a copy of the work in that version under the statutory licence, without further enquiries.

The scheme of operation of this statutory licence is fairly simple. Institutions assisting handicapped readers have the right to make handicapped readers' copies of works, provided they make a record of what they copy (and the version in which it is copied) and pay the owner of copyright, if the owner of copyright comes along and asks for payment. The record of copying must be in a certain form. This includes setting out a number of particulars, in relation to the work that is copied and in relation to the version of the copy which is made. The particulars are the international standard serial or book number (whichever is relevant) of the work that is copied, the title or description of the work, the name of the author and of the publisher or periodical publication (whichever is relevant) of the work that is copied, the title or description of the work, the name of the author and of the publisher or periodical publication (whichever is relevant), the numbers of pages that have been copied, the date on which the copy hs been made and the form in which it has been made.

Payments to the owners of copyright is by negotiation, but in the absence of agreement between the owner and the user institution, either may apply to the Copyright Tribunal to determine what is equitable.

Subsection (12) of Section 53D provides that the maker of a handicapped reader's copy of a work shall not have copyright in that copy.

These new provisions were enacted at the request of institutions assisting handicapped readers. Their claim had been that they had experienced some difficulties in obtaining permissions from owners of copyright to make copies of their work. As far as these institutions are concened, the new provisions have the advantage that the instituion does not need the prior licence of the owner of copyright in order to make a handicapped reader's copy. The statute itself provides the licence - a statutory licence. This takes away the copyright owner's right to refuse permission.

But statutory licences are a derogation of copyright owners' rights and the permission to use works by statutory licence is thus accompanied by strict procedures that users of material must follow. In the case of this new statutory licence, the procedures are that records of copies must be made and kept and that owners of copyright must be paid an equitable remuneration. Previously, where institutions were able to negotiate licences with owners of copyright, there were no records to be kept and in the vast majority of cases no fees to be paid. The quid pro quo for not needing to seek and wait for the copyright owner's permission is that institutions keep records and they must pay fees for the copying they do.

It seems to me that there is room in these provisions for negotiations between user institutions and owners of copyright. This is expressly provided for in Subsection (13) of Section 53D. Institutions could use the statutory licence where they need works quickly; where there is no time to seek and obtain the permission of owners of copyright. In cases where institutions are able to plan for the works that they need, they may be able to enter into voluntary arrangements with owners of copyright. Simplified permissions procedures could be developed and it is quite conceivable that owners of copyright would continue to give permissions for the making of handicapped readers' copies of works without requesting the payment of a fee. That, of course, is a matter for copyright owners, the authors and publishers of the works which the institutions use.

A PUBLISHER'S VIEW OF COPYING FOR THE USE OF THE HANDICAPPED

Chris Makepeace
Copyright Committee, Australian Book Publishers Association

Attitudes and Practices

In preparing this paper, I thought it advisable to canvass the views of other publishers rather than simply express my personal opinions on this important subject. I have received information from a number of publishers representing a cross-section of the industry in Australia. It is gratifying that all have expressed views and statements of present practice which are similar to my own.

The view, which I believe to be representative of the industry as a whole, can be put quite clearly as follows:

1. Publishers recognise that the print and physically handicapped have the same needs and desires for published material as any other member of our society.

2. Due largely to commercial restraints, publishers can rarely fill these needs within their normal operations and therefore place as few hinderances as possible in the way of institutions who can service these readers.

3. All publishers who responded to my enquiry indicated that, unless restrained by copyright complications, they automatically granted permission to reproduce and made no charge providing that the requesting institution was operating on a non-commercial basis.

4. To ensure a minimum of delay and complication in granting this permission, an increasing number of Australian publishers are including a clause in their author/publisher contracts which allows them to grant free permission to institutions servicing the handicapped without further negotiations with the author.

In short, publishers are well aware of the problem and have demonstrated a desire to be as helpful as possible to institutions servicing the needs of the handicapped.

There are a few worries among publishers and although they are minor, they should be brought to your attention.

1. Publishers are concerned that material prepared for the handicapped is limited in circulation to those with genuine need and that this distribution does not jeopardise the sale of their published edition. In the past, publishers have relied on the integrity of the servicing institutions for this assurance. They will continue to do so.

2. Publishers are concerned that institutions preparing materials with free permission are not distributing them on a commercial or semi-commercial basis. If a charge is being made to the user, then the publisher is entitled to a percentage of this charge - a royalty. This royalty is usually a small percentage and should not act as a deterrent to the provisions of the material. This matter is negotiable with individual publishers.

3. Many requests for copying received by Australian publishers are for materials that are handled only on an agency or subsdiary rights basis. Institutions should carefully check copyright ownership before seeking permission. If doubt exists as to ownership, Australian agents will supply details and in some instances will negotiate on behalf of the institution concerned.

4. In some instances, publishers receive requests from a number of institutions to copy the same material. Although always granting permission it has long been my view that some centralisation of records and holding access is necessary to overcome what must be an extensive duplication of cost and effort.

The New Copyright Amendment Act

The attitudes and practices I have described relate to our existing situations. Much will change when the new provisions of the Copyright Act come into force. You will be aware of the legal statements of this Act but what are its ramifications for the relationships between publishers, authors and institutions servicing handicapped readers?

As a publisher, I can only say that I am not sure what the new situation will be. Under the Act you will have certain statutory rights to copy material but you will also be required to keep specific records and to make specific - yet to be determined - payments.

My frank personal opinion is that this Act, viewed in light of the existing spirit of co-operation, can only be seen as a retrograde step. Granted, your continued operation was somewhat, at the mercy of publisher's goodwill but in all bona-fide cases, this goodwill was well demonstrated and its continuation assured. To the best of my knowledge, publishers did not request any change in the legislation as it related to institutions servicing the handicapped. They were satisfied with the existing system and saw no need for change. I believe that the onus of record keeping, payment and collection, under the new Act will create difficulties and will, in the long term, decrease the services being provided by your institutions.

Where do we go from here? There seems to be a number of courses of action open when the new Act is promulgated.

1. Bypass the new Act and continue to seek permissions from publishers as in the past. I can't speak for publishers generally as to what their attitudes to this would be, but it is worthy of consideration.

2. Follow the new Act in terms of the statutory licence provisions and set up the necessary mechanisms for recording and payment.

3. Discuss with publishers the possibility of categorising publications into those for which free permission can be obtained and those that should be copied under the licence. If agreement can be reached it will mean that at least some material can be provided without payment.

4. Above all, hold immediate discussions with publishers on fees for copying, to avoid the unnecessary and expensive process of prolonged fee-setting hearings before the Copyright Tribunal.

Conclusion

A good working relationship has existed in the past. Publishers have done their best to facilitate the work of institutions servicing handicapped readers. The new copyright provisions will create uncertainty about our continued co-operation.

Recommendations

To ensure the minimum degrading effect of the new copyright provisions I would recommend that a committee representing all relevant institutions be formed and that this committee meets, as soon as possible, with the Copyright Committee of the Australian Book Publishers Association. The aim of this and other subsequent meetings should be to reduce any uncertainty and to ensure a continued co-operation in providing copyright materials in a form suitable for use by the handicapped.

INFORMATION SERVICES FOR HANDICAPPED PERSONS: THE POTENTIAL OF COMPUTER AND DATA COMMUNICATIONS TECHNOLOGY

Iain Macleod
Australian National University

Introduction

Many problems are experienced by handicapped library users in accessing material they require for education, research, commerce or recreation.[1] The main problems can be summarised as follows:

1. The required material may not be available in a convenient format for the handicapped user (e.g., audio, large print or braille).

2. There may be physical difficulties in accessing libraries, searching catalogues or retrieving books from stacks. These difficulties may arise as a result of architectural barriers or because the user is "shut in", being either house-bound or institutionalised.

3. The user may have difficulty with retrieving a book from a shelf, holding it or turning its pages.

4. After significant effort in getting to a library and identifying the material required, it may be unavailable for loan or already out on loan.

There are many ways in which digital technology can make various forms of information more accessible to handicapped individuals. This is true both for traditional library media (such as print and braille), and for the electronic information services becoming available in users' own homes and offices. The distinction between these services is likely to blur somewhat over the next few years as libraries make more of their services remotely accessible and as electronic services move to satisfy a wider range of user's information and recreation requirements. The benefits for handicapped library users likely to follow from these developments are explored below.

Digital enhancement of traditional library services

From the handicapped user's point of view, digital technology can significantly enhance traditional forms of library service. Lloyd Junor has covered this area in some detail.[2] The following discussion outlines several of the most important developments.

Provision of a wide range of library material in conventional braille involves two main problems. The first of these is the sheer bulk of braille compared with regular print (see Lloyd

Junor's article 'New and Unusual Devices' for pictures of an encyclopaedia and a 70 volume braille dictionary). This problem can largely be overcome by the digital storage methods used with "paperless" braille. TSI's (Telesensory Systems, Incorporated) VersaBraille unit, for example, can store approximately 200 pages on a C-90 cassette tape. Individual pages can be indexed, retrieved and output on a 20 cell tactile braille display.

The second main problem concerns difficulties in preparation of Grade II (phonetically contracted) braille, where manual encoding averages only 12 words per minute.[3] Preparation of Grade II braille from digitally encoded text has now been automated, using a set of contraction rules in conjunction with an exception dictionary to produce contracted text. This is then output as hard copy on a braille embosser or written to a digital storage medium of the VersaBraille type.[4]4 The need for highly skilled manual encoders is thus avoided and the usual benefits of word processing techniques (ease of revision, spelling checks, etc.) ensue.

With the advent of phototypesetting and word processing, more and more text exists in digital form at some stage. Sales of word processing equipment are currently rivalling conventional typewriters and we may soon see a majority of text being created and stored in digital format. Production of hard (or soft) copy braille versions of various text material could thus become much less labour intensive than in the past. Given co-operation from publishers, braille books could be produced directly from the computer tapes used to drive phototypesetting machines.

Three main areas of technology stand out with respect to facilitating access by visually impaired readers to conventional printed material. The first of these is the range of video enlargers such as are now provided by many libraries. The second is the optical to tactile conversion devices which enable blind users to read ordinary printed material. In TSI's Optacon, an optical probe is moved by hand across lines of text and the device images letters onto a 6 by 24 array of photodetectors.[5] The index finger of the other hand rests on an array of needles which vibrate in sympathy with the imaged pattern of light and dark. The Optacon facilitates access to a wide range of printed material, but considerable training is required to reach 100 words per minute. Even this rate is slow compared with the 300 words per minute or greater achieved by sighted readers and the 200 words per minute or so achieved by competent braille readers. There does not seem to be much scope for improvement in the Optacon style of reading aid because the functional capability is determined mainly by perceptual rather than technological factors.

The third area is that of the reading machines which have recently become commercially available. Kurzweil Computer Products have produced a series of these machines, which turn

printed text into synthetic speech (see the accompanying paper by Margaret Fialides). TSI have demonstrated a prototype "Talking Optacon" which is scheduled for production in portable form in 1981. These machines represent a significant advance for blind readers, but improvements in several areas are required before they reach their full potential. In particular, a personal reading machine which is both portable and available at a price which most individuals can afford needs to be developed. Improvements are also required in handling of material which consists of mixed text and pictures or diagrams, and in the pronunciation and inflection of the output synthetic speech. Through syntactically analysing (parsing) the text being read, the flow, stress and intonation of the output could be improved to some extent, but it will not approach the intelligibility of human speech until the machine can in effect comprehend the material being read. Except in restricted contexts, such a capability must be viewed as a long term goal which depends on a greatly improved understanding of both human and machine cognition.

For motorically handicapped readers who have difficulty in managing conventional books, robot manipulators have been developed which can (among other functions) retrieve books from a shelf, hold them in an appropriate position and turn over pages.[6] These manipulators can be controlled by a variety of body actions such as sipping/puffing, eye movements and spoken commands to a voice recognition interface.

Many of the problems experienced by handicapped readers in locating and borrowing library material could be alleviated by providing interactive access to computer-based catalogues and circulation systems. Cataloguing information for new accessions is now widely available in machine readable form (e.g., Australian Marc Record Service data). Items in on-line catalogues could be retrieved on a more flexible basis than by author/title/subject, and information could be displayed using a range of media such as conventional video display units, synthetic speech rendition of the encoded text, large print VDU's or soft copy tactile Braille displays.

Some physically handicapped individuals have their own communication systems mounted on wheelchairs. The system used by Jim Brooks, a non-verbal computer science student at Grand Rapids Junior College in Michigan, includes an interface which lets him interact with computers using a foot operated matrix selection technique for input and a small display on his wheelchair or a regular computer terminal for output.[7] With this type of interface, severely motorically handicapped readers could peruse an on-line catalogue independently. By integrating the catalogue and circulation systems, the loan status of any item could be indicated together with other details and a request to hold any item for a short period (prior to borrowing it) could be entered while continuing to "browse" through the catalogue.

Towards the "remotely accessible" library

With the emergence of electronic information services, individuals in many countries can now access a wealth of information from their own homes or offices, using computer terminals, modified TV sets or home computers. The user presses numbered buttons or types simple commands on a keyboard to select the required information. Three main classes of electronic information service can be distinguished. The first of these is the well established data banks which provide telephone access to largely "in-house" collections of bibliographic material, product specifications, etc., via computer terminals. For example, Lockheed Information Systems' DIALOG offers access to more than 110 individual data bases containing in excess of 35 million records, and Information Handling Services' TECH-NET system allows more than 8 million pages of engineering data to be searched effectively.

The second class is the emerging information utilities, aimed at a mass market of domestic and business customers, which enable users to access a very wide range of information and to order various goods and services. The Source (based in Virginia) provides telephone access via computer terminals or suitably configured home computers to a very wide range of information and services, mostly supplied by independent organisations. Various "viewdata" systems provide similar facilities which are accessed by means of augmented TV sets connected to telephone lines or two way cable TV. These systems are intended to appeal to domestic customers and small businesses as a result of low access costs and simple interactive dialogues.

The third class of service is "teletext" systems of the type now available in Australia. A series of pages of information such as weather, news headlines, television programs and stock market prices is transmitted repetitively on regular TV channels in "piggyback" fashion. Pages of broad interest are transmitted more frequently than those of specialised interest. The user can select and display any of these pages on an enhanced television set. There is, however, a trade-off between the number of pages available and the delay involved in accessing any selected page.

Information utilities (including viewdata) are of most relevance here, insofar as they are aimed at a mass market and involve a two way dialogue between the system and user. In contrast to teletext, two way transmission allows a much larger range of information to be accessed and enables services which depend on input from the user. Many different viewdata systems are being evaluated. The PRESTEL system is now operational in the U.K., while market trials are being conducted with TELIDON in Canada, TITAN in France and CAPTAIN in Japan. Viewdata trials are also underway in the U.S.A., Germany, Holland, Finland and Switzerland.

The most important characteristics of the information supplied by electronic utilities are that it is: interactive; remotely accessible, uses digitally coded text, pictures and graphics; and is relatively current. Pages can be displayed in a range of colours, may involve limited animation and could eventually be accompanied by audio information. The method of accessing any required item of information is quite flexible. If the code of the required data is known, this can be entered directly. Otherwise, information can be accessed via various menus, directories or search mechanisms.

The interactive digital medium is very different from conventional media and will enable a range of innovative services. Information utilities have initially concentrated on providing access to volatile or 'perishable' information (e.g., availability of stand-by seats on impending aircraft departures), on information which is most readily accessed by means of an interactive dialogue between the user and the system, and on services which rely on the ability of the user to send as well as receive information. The wide scope of current services is demonstrated by the following applications:

a) news, weather and sports

b) television, radio and entertainment guides

c) reservations for theatre seats and restaurants

d) aircraft schedules and flight reservations

e) recreation, including computer games

f) public information, government agencies and services

g) positions available/wanted

h) directories of various forms (e.g., the French electronic telephone directory)

i) facts, figures and statistical information

j) stock exchange and commodity prices

k) computer assisted instruction

l) real estate properties

m) retail catalogues and sales ("teleshopping")

n) bank account balances and financial transactions

o) dating services

p) messages between users ("electronic mail")

q) short children's stories with colourful illustrations and limited animation.

Where any goods or services are ordered, payment can often be effected (and may even be required) by means of credit cards. When the legislative and organisational issues are resolved, payment of accounts via electronic funds transfer will become an attractive proposition.

With viewdata, a decoder connects a colour TV set and keypad to the communications medium employed. Decoders currently cost $350 to $1200 or so, depending on the particular system, but costs are projected to decline substantially by 1983. Computer terminals or suitably configured home computers used with information utilities such as The Source cost about $500 to $3000. In addition to terminal costs, usage charges vary according to the system and the type of information being accessed. Charges typically range from a fraction of a cent to several cents a page. Alternatively, usage may be billed at the rate of several dollars per hour. Telecommunication costs vary according to whether telephone or two way cable TV is employed. Some utilities include toll-free telephone access as part of their service.

In catering for their clients' needs in the areas of education, research, commerce, recreation and news, both libraries and information utilities are concerned with acquiring, condensing, indexing, storing, retrieving and updating information of many types. The different media and methods of delivery employed mean that there is currently little commonality between their respective services. Traditional library services and information utilities might be viewed as being at opposite ends of an information services spectrum, where one is concerned more with archival information and the other concentrates on information which is of more transient value.

There is no question that libraries are undergoing fundamental change, partly as a result of changing requirements and partly because of the impact of technology. Libraries have broadened their collections to encompass new media such as audio, microform, videotape and digital storage, and information of more topical interest such as newspapers, popular periodicals, current awareness services, etc. Many libraries are now connected to computer networks which facilitate access to numerous national and international bibliographic data banks and information retrieval services. The Harvard Law Library, for example, provides interactive terminal access to the LEXIS data base, thus facilitating student study of legal case histories for precedents. A blend of the computer's data storage and manipulation skills with a librarian's bibliographic skills can be very effective, data bases of tens of thousands of references

can be scanned in seconds to locate items which are potentially relevant to a client's query.

As the concept of electronic publishing gains momentum, so will libraries have to adopt new methods of delivery. Any published work which is subject to frequent revision or which is voluminous and detailed in its content is a strong candidate for electronic storage, retrieval and updating. Future editions of the Dictionary of Canadian Biography, for example, are reported to be unlikely to appear in book form. There are obvious disadvantges with the "electronic book" as currently available (e.g., via a computer terminal or video disc). However, the fact that the 18 million volumes of the Library of Congress could be stored on merely 100 video discs, and that any page of any book could be accessed locally or remotely in no more than a few seconds, is sure to influence library developments. With advanced character recognition technology, as employed by the Kurzweil Reading Machine, it will be much easier to convert existing printed material into digital text for storage on high density media (or conversion into braille).

While libraries are moving into the electronic information services area, major publishing houses are becoming involved in information utilities, either as system operators (e.g., Time Inc. and Mirror Globe Newspapers) or as information and service providers. With publishers' increasing use of digital text, the services offered are likely to extend from the current emphasis on "perishable" information such as background analyses, feature stories, reference data, biographies, book reviews, etc. The Source already permits access to articles from the Encyclopedia Americana. Although such material may well be abbreviated, the range available will grow in response to user requirements. We can therefore expect to see a continuum of information services develop, with a degree of overlap between libraries and information utilities.

The interactive digital medium offers many potential advantages in the provision of services for handicapped readers. A principal attribute in this respect is that the information is in coded form and can be input or displayed using formats appropriate to individual abilities. The problems experienced by motorically handicapped readers in managing conventional books, for example, could largely be avoided through interactive digital display of pages of text and diagrams.

Another very important attribute of the digital medium is that it is accessible via telephone or two way cable TV. This is of particular significance to readers with mobility restrictions (e.g., blind, wheelchair-using, institutionalised or house-bound readers), and for geographically isolated readers, whether handicapped or able-bodied. A first step in this process would be to make library catalogues remotely accessible. Users could then examine catalogues interactively and when they located

material of interest, enter a request to borrow that material in hard copy form (and possibly have it delivered via the library's "bookmobile"). The next step would follow when a useful body of general interest material was held in digital form (e.g., starting with encyclopaedias, dictionaries and reference data, and moving eventually to frequently requested books). Remote users could then read or peruse material of interest via their terminals. This would be practicable only if the material was of limited length, or if the reader wanted to locate a specific section of the text. Where the text exceeded more than a few pages, it could be transmitted at high speed (several hundred characters per second) and stored locally on a cassette tape. More than a hundred pages of text could be stored on each cassette and the reader could then review the contents at leisure, using the terminal in "off-line" mode.

A further consequence of holding library material in digital form is that any item could simultaneously be accessed by many readers and would no longer become unavailable because it was "out on loan". Questions of copying, copyright and charges for use of information would, however, need to be examined to ensure an equitable return to authors and publishers, and to control the costs borne by libraries and those generated by individual users.

Discussion

Information utilities show great promise in meeting many of the information needs of handicapped persons. Before they will become a viable alternative to conventional libraries however, current services will need considerable improvement in the range of data available, in the retrieval methods provided and in installation and usage costs. A recent evaluation of PRESTEL at the National Library of Australia concluded that this system is presently of only limited use as a source of factual information and as a potential vehicle for library services and publicity.

As information utilities develop there are many issues to be addressed. In particular, the requirements of handicapped individuals need to be recognised and allowed for. Three main factors will determine the direction and speed of developments: technology, market forces, and regulation and licensing. Information processing and data communications technology will determine the fundamental parameters and costs of service. Spectular improvements in the speed, power and cost of information processing and storage, together with developments in fibre optics, satellite communications and digital telephony, should provide a major stimulus.

Market forces will be a dominant influence and constraint on the emergence of information utilities. These forces will shape services and determine the speed of introduction according to consumers' requirements, perceived value and willingness to pay. Different markets are likely to emerge for business and domestic

applications. This area is the least predictable of the three factors listed (particularly as far as the domestic market is concerned), but as costs decline and services improve, substantial penetration of the both markets should eventuate.

Regulation and licensing can have a significant effect on the types of service provided. It is in this area that development of services to meet the needs of handicapped citizens can most readily be promoted. An example of what is possible in this area is provided by cable TV franchises in North America. In addition to the normal commercially viable services, cable operators typically agree to provide specified non-profit services such as public access TV, educational channels, library information channels, etc. In the same way, information utilities could be encouraged to provide access to libraries which were prepared to act as information providers.

The main attraction of information utilities as a vehicle for delivery of electronic library services is the prospect that most homes and businesses could eventually be connected to such a utility, thus making library services widely accessible without the need for users to acquire equipment or communication links dedicated to library use. If the speed of improvements in service, costs and market penetration by information utilities lags behind the ability of libraries to supply remotely accessible services, then a case might well be established for supplying these services directly rather than through a third party.

The location of "electronic libraries" would be subject to a set of constraints quite different from traditional libraries. Although communication costs increase with distance, this is true only up to the point where satellites become competitive with terrestrial links. Beyond this point the cost of communication is essentially constant regardless of distance. With a "National Electronic Library", dedicated communication links to major population centres around Australia would allow most users to access the library remotely without having to pay long-distance telephone charges.

Taking a long term look at the future of Australia in the context of increasing automation of manufacturing and clerical operations, it seems clear that we should concentrate on development of knowledge-based industries which capitalise on our high level of education and on our demonstrated scientific, creative, engineering, commercial and managerial skills. The enduring resources of Australia are its people rather than its minerals.

One consequence of increasing automation will be reduced working hours. The resulting additional leisure time, together with the demands for information required to educate the highly skilled workforce and provide the data needed by knowledge-based

industries, point to a substantial growth in the scale and range of library services which will be required.

The challenge for libraries is to recognise the potential of the interactive digital medium, and to participate actively in exploiting this medium for the benefit of handicapped and able-bodied users alike.

1. Westaway, D.L. The blind - the 4 W's of library service for handicapped readers. In *Library Services for the Handicapped: A National consultative Seminar, Canberra, 1978*. National Library of Australia, 1979, pp. 37-42.

Gorman, P., and Schauder, D. Disabled library users at Monash University. *Australian Rehabilitation Review*. Vol.5, no.1 (1981), pp. 36-45.

2. Junor, C.L. Meeting the needs of handicapped readers: How modern technology can help. In *Library Services for the Handicapped: A National Consultative Seminar, Canberra, 1978*. Canberra, National Library of Australia, 1979, pp. 47-56.

Junor C.L. News and Unusual Devices. In *Proceedings of the First National Workshop on Librarianship for Handicapped Users*. Melbourne, Melbourne State College, 1980, pp. 161-184.

3. Fortier, P.A., and Keeping, D. Another face of computing - service to the blind. In *Information Processing 77* (B. Gilchrist, ed.). North-Holland, Amsterdam, 1977, pp. 677-682.

4. Berryman, J.W. Computerised Braille production: Today and tomorrow. In *National Rehabilitation Digest*. Vol.4, no.1 (1980), pp. 48-49.

5. Bliss, J.C. A relatively high resolution reading aid for the blind. In *IEE Transactions on Man-Machine Systems*. Vol. MMS-10, no.1 (March 1969), pp. 1-9.

6. Schneider, W., Schmeisser, G., and Seamone, W. "A computer-aided robotic arm/worktable system for the high-level quadriplegic". In *Computer*. Vol.14, no.1 (January 1981), pp. 41-47.

7. Anonymous, "The Jim Brooks system: A foot-operated, portable communication system". In *Communication Outlook*. Vol.2, no.2 (February 1980), pp 1, 11.

USING THE KURZWEIL READING MACHINE: IMPLICATIONS FOR LIBRARY MANAGERS

Margaret Fialides
Royal Victorian Institute for the Blind

During the past few years many of us have been receiving information from a number of companies and individuals professing to give advanced information on the development of new reading devices for the visually handicapped.

While all of these seem to be in varying stages of development, and some of them may ultimately prove to be very good, the Kurzweil is the only one which has been in production and is currently available to be evaluated.

Unfortunately, as we all know, most companies who are promoting a product have a tendency to exaggerate the good points and gloss over the limitations, and until people can see it for themselves they have the problem of attempting to evaluate second-hand information from a variety of sources, some of them quite often unreliable.

When we were asked to bring the Kurzweil to Canberra we were, at first, fairly reluctant becuse we don't particularly like the idea of transporting it for long distances - but as this is a national conference, and as there are only two of these machines in Australia (the other is at the Lady Nell Seeing-eye Dog School in Victoria), we felt that it was important to take the risk and so give as many of you as possible the opportunity to see it, to hear it, and maybe to get some actual hands-on experience for yourselves.

As you will be able to see, the Kurzweil isn't exactly portable but it is remarkably small for the amount of technology which it embodies.

It is a fairly rugged piece of machinery but it has a number of multi contact connections between the computer, scanner and keyboard and precise optical, mechanical and electronic adjustments, and it is really not advisable for it to be continually shifted around.

We did consider flying it up - we were sure that we could supervise the loading at one end but we were concerned that someone would drop it on the ground at the other. However, we managed to get it here safely by car.

Perhaps a number of you are alredy grappling with the problem of whether or not to introduce the Kurzweil into your library. In our present financial climate, no doubt this has become even more of a problem.

A library considering extending its services to the handicapped, when looking at a machine such as the Kurzweil - its current cost is approximately $26,000 Australian and it can only be used by one person at any one time, has to weigh up its possible benefits in relation to other items such as braille, large print, recorded material - or other pieces of equipment like the Optacon, closed circuit T.V., tape recorders, and in the future, paperless braillers. The same amount of money spent on these other items would provide access to information for many more people at the same time.

Considering the generally lower level of technology involved in this other equipment - the tape recorders and so on - servicing is not such a serious problem. Due to the sophisticated technology involved in equipment like the Kurzweil, it is important to ensure that adequately trained technical back up, parts and testing equipment are readily available. This is of major importance and should be an essential part of any purchase negotiation. Another major issue is how well a machine of this kind can fit into a library situation. A paper written by Belle Weinberg on experience gained in the Mid Manhatten Branch of the New York Public Library in the development of their reading program, points up the need for specially trained library staff.

Staff had to be available to train potential readers in the use of the machine and it was their experience that this usually involved six to ten hours in two hour reading blocks. When they were later allocating user time they found that two hours seemed to be about right in terms of the reader attention span.

There is a fair amount of novelty value attached to a machine like the Kurzweil and it is important that only those readers who are trained or working under supervision have access to it. Also, if they have a reasonable need to use it, they will be willing to spend the time to explore and understand its functions. Five or ten minutes spent playing with it is really a waste of time.

Staff will be required to roster users, supervise access to the machine and carry out minor external maintenance. Fingerprints on the glass might give you a clue to the identity of the previous user but they really don't help the print recognition system very much! If points like this are taken care of its reliability will be considerably improved.

One thing the machine can't do is find the book either in the catalogue or on the shelf and staff must have the time to be available to assist the user, not only in obtaining information about books or references, but also with problems of mobility which users may have when entering or moving around the library.

Staff in libraries with a Kurzweil have found themselves increasingly involved in the preparation of extensive reference

lists and bibliographies from which the print handicapped user can make selections.

Librarians must also be prepared to be available to interpret graphs, maps and illustrations which are obviously impossible for the machine to recognise.

Most libraries will have an extensive collection of fiction material and, while there is no reason why the machine can't be used to read this material, if the chosen book is also available in recorded form and recorded to a reasonable standard, greater meaning and enjoyment will always be obtained from listening to the natural voice in preference to a synthesized voice.

There will probably only be one machine in the library, and time sharing could be at a premium. Experience gained in some American libraries indicates that it could be more effectively used by students, researchers, or those in professions or other employment who want to keep up with current trends in their particular area of interest. To these people the ability to be able to scan and to extract specific information and reference material relative to their needs is of prime importance.

From the purchasers point of view, an attractive feature is that the software can be updated at any time. This controls all operations of the machine such as character recognition, rules and exceptions to the rules in the reproduction of the English language and the corresponding responses of the synthesized voice. The software is automatically loaded in from a data cartridge each time the machine is turned on.

As the company makes improvements to later machines, the updated software supplied will enable corresponding improvements to be incorporated in all previously manufactured units simply by changing the data cartridge. You can already see an example of software alteration of the machine's function in the use of the scientific calculator program.

I think its worth mentioning here that we didn't just buy the Kurzweil to put in our library. We bought it because we have a responsibility as an agency serving the print handicapped to try and make new equipment available for evaluation.

So far we have made the Kurzweil available for demonstration purposes for interestd groups or individuals. Its been in use at our school at Burwood and tested with students of primary and secondary level and it's now housed in our Rehabilitation Department where clients and visitors can spend some time using it and can have the opportunity to form an opinion of their own. One person might think it is of no practical use and another may think it is the best thing they have ever seen. Ultimately, I guess, their reactions are as individual as they are.

In the future we plan to place it in study carrels at one or more University libraries. It appears to have particular value for use by our student population who have urgent need for extracts from books which are often on reserve and can't be removed from the library. We think the results of this program should prove to be very interesting.

There is a lot more which could be said, but may I just say in conclusion that, from a library management point of view, the introduction of reading machines like the Kurzweil can present a new dimension in library work. To be used effectively they require additional staffing, specialized training, an extension to the role of the librarian and increased sensitivity to the special needs of the handicapped user in the library setting.

USING THE KURZWEIL READING MACHINE

Cate McKenzie

In making comments upon the Kurzweil Reading Machine, I am not wanting to pontificate for everyone in general. When one is considering the potential uses of a piece of equipment, one tends to look with blinkers, considering only or at least primarily the particular individual's own needs. Let me therefore put my cards on the table before I start. I am a lawyer. This is a profession which involves extensive reading, which often has to be accomplished in a short time. Speed reading and skimming become very important. The material which must be read is generally not handwritten. It consists of printed books, papers and documents. Several type-faces are used, but the number is not very great. Italics, however, are used a great deal.

I belong to a rather peculiar and tiny group of government lawyers whose job it is to draft the legislation for the Parliament of Victoria. The general comments that I have made about the kind of material that it is necessary for any lawyer to read apply to us; but there are also some additional matters to take into account.

The way in which a law is punctuated, its position on the printed page, the way in which a sentence is divided into paragraphs, inset at different intervals from the original margin - all these can affect the meaning of the words which appear on the page. I can say with truth that the way legislation looks is to me as important as the way it sounds.

These preliminary observations will give you some idea of the functions which I am expecting a reading machine to perform, if it is to be of benefit to me in my work. The other factor which ought to be mentioned is that I am a user of the machine called the"Optacon"; a machine which consists of a hand-held television camera and a small control box with a tactile display panel. A person who is able to use this machine can recognize the printed letter by touch. Thus, the machine can be used to "look" at the format of a printed page, and even to perform a kind of skim reading. One can use the machine to read a few words at the beginning of every paragraph at the beginning of a text and so gain a fair impression of what the paragraph is about. There are, however, difficulties associated with the use of the Optacon. Many people find that the recognition of the printed letter in tactile form is difficult; and, even if they can recognize the letters, they often find that they do this too slowly for the machine to be of any practical use to them. Use of the machine requires quite intense concentration and can be fatiguing. It is hard to read at speed using this machine - I consider that 150 words per minute is about the maximum reading speed possible, although I recognize that statements like this are very dangerous and often prove incorrect.

Now let me turn to the technical aspects of the Kurzweil Reading Machine. I am aware that I ought to judge the machine independently of other machines, but as a user of the Optacon, it is difficult not to make comparisons. At least I can say that the use of the Optacon has made me more aware of the possible functions that a reading machine can perform.

As you know, the Kurzweil Reading Machine is a computer. It has a scanner which can recognize all the usual type-faces (and many unusual ones too) and which is not hand-held but automatically scans material on a page. The machine is in one sense more complex to operate than the Optacon, but in another sense, requires less skill. For example, one does not need to be able to track in a straight line across a page to use the Kurzweil Reading Machine. The machine is programmed not to understand but to pronounce. I was most amused to learn that the program sets out 1,000 rules for the pronunciation of the English language, and 1,500 exceptions to those rules. The machine recognizes letters and is programmed to pronounce letter groupings. It "reads" to the user in a synthetic voice. The voice is metallic in tone and without very much inflexion. It pauses at the end of sentences but there is no downward inflexion at the end of the sentence as there is in human speech. If one has had to rely on tape-recorded readings, or even if one has listened carefully to any passage being read aloud, one will realize how necessary it is for the understanding of what is read that the voice of the reader is not completely monotonous. Too much inflexion draws attention from the words to the rise and fall of the voice; but not enough inflexion means that the words themselves tend to merge together and become hard to understand. I do not demand that a synthesized voice must sound like the human voice. Nevertheless, if this reading machine is to be used constantly in the work place, the voice must be easily understood so that the reader's attention can be given entirely to the words themselves. Small improvements only are necessary on the current model of the machine. Longer pauses at the ends of sentences and at commas and semi-colons would be a great help, and would almost entirely overcome the problem.

There are some other problems associated with the machine in its present stage of development. It becomes slightly hysterical when it approaches a new type-face, but after a short while of reading rubbish, it adjusts to the new situation and becomes comprehensible again. It cannot explain the format of a printed page, although it will show whether a page is printed in continuous lines or in columns and it will tell what is at the top of a page and what is in certain marked positions on the page. It cannot jump from paragraph to paragraph and read the first line of a paragraph, although it can be commanded to move down two lines or three lines and so on. It would not, I think, speaking as a novice in a computer programming, be a difficult task to alter the program so that the machine could, if commanded, read the first line of each paragraph on a printed

page. The machine could be programmed to read the first line after there is a blank line on a page; or perhaps where the printed line begins a specified number of spaces in from the margin, to read each of those first lines.

These are the problems associated with the current model of the machine from my point of view. Having said this, I should say that in my opinion this is the machine of the future. It is more adaptable and more capable of development than any other machine that we have. Already, it can read at a speed faster than the maximum posible speed of the Optacon. It can do all other things that the Optacon can do; in addition, it has straightforward reading. It can read with punctuation , specified words, backtrack and go forward. Furthermore, I understand that other facilities such as braille printout facilities can be connected to the machine if required. The machine is at the moment rather unmanagably large for the normal desk-top and rather unmanagably expensive for the normal pocket. But in the years to come, with mass production invading computer technology, I would hope that the price of some of the components will drop so that the machine will eventually come within the budget of individuals. Even now, the machine could be placed on a separate desk in any library. I liken the machine to some of the developments in space technology. Unless the machine is purchased now and encouragement for further development is given now, development may well slow down and eventually cease altogether.

I anticipate that the program for the machine will be constantly improved and, as I understand it, is even now being updated. Not the least wonderful thing about the machine is that because the program is not built into the memory but is fed into the memory on a cassette each time the machine is turned on; it is possible to change the program by simply changing the cassette. The flexibility makes the machine infinitely adaptable and means, quite literally, that its potential is limitless. Even using the current program cassette, we are still discovering the many functions of the machine - quite simply, the technology is staggering.

My assumption when speaking of this machine is that a reading machine which can, as closely as possible, duplicate the human eye is the most desirable machine to have. The Kurzweil Reading Machine does not now perform all the functions of the eye; but I think that it is capable of adaptation so as to perform most of the functions of the reading eye.

Before I conclude, let me mention briefly other potential uses for the machine. I have discussed the functionings of the machine from my own point of view, from the point of view of an individual required to read printed texts rather than diagrams. The machine is potentially valuable to a far wider group of people. It could be programmed to be a calculator. It could be installed in libraries for the use of large numbers of print-

handicapped people. It could be used in classes for the print-handicapped as an educational aid, or by groups of print-handicapped people, merely for recreational purposes. Even at its present cost, it can be used on this collective basis and purchased by organizations and agencies. It is on this optimistic and spendthrift note that I think it a fitting place to conclude.

USING THE KURZWEIL READING MACHINE

Ben Hewitt

The Kurzweil Reading Machine was developed by Raymond Kurzweil who graduated in 1969 from the Massachusetts Institute of Technology, where his interests were Computer Science and Engineering. In 1963 while still a student, he wrote a computer program which enabled a computer to recognize some printed letters. Although he had not set out to build a reading machine for blind people, that optical recognition program he wrote back in 1963 was the first and possibly one of the most important steps in bringing such a machine into being.

Formation of the Company

In the early 70's Raymond Kurzweil formed a company he called Kurzweil Computer Products. This company was formed with a specific objective of building a reading machine. To achieve this aim, he had to employ experts in various fields, linguistics, print engineering and computer science. The first reading machine built would have filled a room 10 x 12 feet and could only read print from one particular typewriter.

In 1976 the company received a lot of publicity attracting the attention of the Veterans Association, the United States Government and National Federation of the Blind who all helped the company with funding.

The machine was now small enough to fit on to a desk. The United States Government and the National Federation of the Blind, which is the largest organisation of blind people in America, carried out field tests and evaluations on the machine. Blind people were involved in these tests and they made many suggestions which resulted in the company making changes to the design. Users suggested improvements in the layout of the keyboard and also the inclusion of a contrast control which controls the darkness and lightness of the print, thereby enabling the reader to sustain a high quality of reading. The National Federation of the Blind, the government and the company formed a rather unique trio. There was a private company, a user organisation and a government all working together with a single aim; to improve the machine. The input of the consumers was positive. This gave the company confidence as it showed that blind people would use the reading machine. It also helped to encourage the company to continue with further development on the machine.

In January 1979 the Mark 3 came on to the market. That is the model we have been demonstrating at this seminar. This machine can be changed into a talking calculator by simply inserting a cassette which contains the calculator program; the program of a very sophisticated calculator. This means that the machine can perform two quite distinct and separate functions, that of a

calculator and that of a reading machine. The program for each is held on separate cassettes. This Mark 3 machine will be up-dated from time to time. Computer programmers are working on the design of new programs. In July we expect to receive a new program, which I've been told will have improved its audible speech, optical character recognition and give the reader more information about the format of the page. The company hopes to produce a new program every 12 months.

Description of the machine

The Kurzweil Reading Machine converts printed material as found in books, magazines and type written material in different type styles and sizes of type into synthetic full word speech which is readily understandable after a short period of familiarisation. The machine has some limitations. It has difficulty in reproducing clear speech from poor or elaborate print. This means that the machine cannot be used to read the telephone book, newspapers, or hand written letters. Even when the print is good the machine still mispronounces some words, for example minister is pronounced as mine-ester. The machine has been taught over 1,000 linguistic rules and over 2,000 exceptions to these rules.

When using the machine, one learns to understnd its mispronunciations in the same way that we learn to understand a very strong accent. Its letter recognition capabilities is still its weakest aspect, but nevertheless, this will be improved in future programs. It doesn't take long for the reader to ignore the limitations of the machine and to begin to enjoy reading the material. If a blind person wants to read directly from the print he can do it with the Kurzweil Reading Machine independent from any translater or transcriber. The machine is in three separate sections, the control panel, the automatic page scanner and the computer. All three sections can fit on to a small office desk.

Operating the machine

The reader places the book on the glass surface of the machine, presses the top of page button and the automatic page scanner then scans the book, finds the first line and begins to read aloud. As you read you may stop the machine and have the machine spell out a particular word. You may press an appropriate button and have it spell the word one letter at a time or press the punctuation button and it will tell you all the punctuations including all the capital letters. You can make the machine read one line at a time and stop or read a paragraph and stop. You can discover how many columns there are on a page. As you read, the scanner can be set to return to re-read a section after completing the page. The machine remembers the last three hundred characters it has read. By pressing the appropriate button, you can go back into its memory and read any number of words or lines again.

Company Goals

The company hopes to reduce the size of the machine and the price to one which individuals can afford.

The Kurzweil Reading Machine is more than just a glimpse into the future, its here right now and it works. It's another tool which gives the print handicapped access to a wide choice of reading materials.

SEMINAR WORKSHOP TOPICS

GROUP 1 Leader Beth Stone	TOPIC A	Resource sharing - inter-library loan
GROUP 2 Leader Bill Jolly	TOPIC B	Production of braille materials in Australia - standards
GROUP 3 Leader Bill Byrne	TOPIC C	Production of audio materials in Australia - standards
GROUP 4 Leader Richard Drake	TOPIC D	Standards for library service to the handicapped in Australia
GROUP 5 Leader Jan Smark	TOPIC E	Promotion of library services for the handicapped: reaching people who need special materials
GROUP 6 Leader Jennie Pitt	TOPIC F	Copyright and the production of materials for the handicapped
GROUP 7 Leader Norma Rigby	TOPIC G	The information needs of the perceptually and mentally handicapped

GUIDELINES FOR WORKSHOP GROUPS

It is intended to divide those attending the seminar into workshop groups of between 12 and 15 persons. If there is sufficient time after discussing the topic allocated to it, a workshop group may consider any other topic of its choosing.

The topics for the workshop groups are :

A Resource sharing - inter-library loan

B Production of braille materials in Australia - standards

C Production of audio materials in Australia - standards

D Standards for library services to the handicapped in Australia

E Promotion of library services for the handicapped: reaching people who need special materials

F Copyright and the production of materials for the handicapped

G Information needs of the perceptually and mentally handicapped

The following notes are intended to guide discussion and to point up some of the issues. The notes are not intended to limit but to encourage discussion.

TOPIC A

Resource sharing - inter-library loan

The development of the *National Union Catalogue of Library Materials for the Handicapped* (NUC:H) will generate an increased demand for the inter-library loan of materials listed in the catalogue.

- What are the implications of inter-library lending for libraries and producing agencies serving handicapped people

- Can the workshop group develop draft guidelines for the inter-library loan of special materials based on the AACOBS inter-library loan code for book materials

In the case of libraries holding masters of special format materials, will inter-library loan operate on the basis of making a copy at cost to the requesting library? Should this cost be standardised similar to the LAA voucher system?

TOPIC B

Production of braille materials in Australia - standards

- What standards are being followed by Australian braille producers
- Are these standards satisfactory?
- How will the development of inter-library lending of braille materials affect readers?
- Is there a need for an Australian Standard for braille?
- It has been suggested that there should be an Australian Braille Authority. What does the workshop see as the role of such an authority?
- What alternatives are there in achieving this role?

TOPIC C

Production of audio materials in Australia - standards

At present no uniform standard exists for the production of audio materials (both serials and monographs) for the handicapped in Australia.

- Can the workshop group examine existing standards and suggest guidelines for consideration by those drafting a standard.
- What form of organisation (e.g. an Australian Audio Authority) is needed for the amending and updating of any standard.
- What machinery is needed for monitoring the production of audio materials.

TOPIC D

Standards for library services for the handicapped in Australia

The Working Party on Library Services for the Handicapped in its report recommended

> "That the National Library request that the Library Association of Australia when reviewing its standards for library service to include standards for library services to the handicapped in Australia at a level not lower than that provided for the remainder of the community. It is also recommended that the resulting standards be revised as required, so that they continue to incorporate the latest advances in technology and reflect the views of society." Recommendation 2.

- Can the workshop group examine the *Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* and prepare a list of points that any Australian standard should cover.

- Can the workshop group suggest guidelines for the consideration of the Library Association of Australia when drafting a standard for library services for the handicapped.

TOPIC E

Promotion of Library Services for the Handicapped: reaching people who need special materials

If Australia has any characteristics at all in common with the United States, and it surely has, the results of the Library of Congress Non-User Survey, as set out in Volume 1: Executive Summary from the Series "A Survey to Determine the Extent of the Eligible User Population Not Currently Being Served or Not Aware of the Programs of the Library Congress, National Library Service for the Blind and Physically Handicapped", have considerable impact on the way we should be approaching the whole question of delivery of service to handicapped people.

- Are there any indications of the unserved, eligible population segment?

- How can non users be reached? Are any of the methods suggested in the Library of Congress publication, *Reaching People: a Manual on Public Education for Libraries Serving Blind and Physically Handicapped Individuals* of relevance to the Australian situation?

- Is there any need for 'education' of medical personnel, social workers, and other professional personnel who may be involved in counselling newly handicapped people?

TOPIC F

Copyright and the production of materials for the handicapped

The Copyright Amendment Act no. 154 of 1980 creates a Statutory Licensing Scheme enabling multiple copying by institutions assisting handicapped readers. The Act also defines conditions that are to be compiled with when copying without the permission of the copyright holder.

- What copyright difficulties are being encountered by agencies producing materials for the handicapped?
- Will the amendments to the Copyright Act overcome those difficulties?
- What role should a copyright clearinghouse at National Library have in helping to overcome copyright problems with special format materials?

TOPIC G

Information needs of the perceptually and mentally handicapped

- What are the information needs of the perceptually and mentallty handicapped?
- What is the role of libraries in serving the perceptually and mentally handicapped?
- Can the workshop group define the types of library resources needed to meet those needs?
- How should library services co-operate with/ integrate with other services for the perceptually and mentally handicapped?

REPORTS

WORKSHOP GROUP 1

TOPIC A: Resource sharing - inter-library loan

Group discussion took place on the following matters:

1. Services to the disabled operated by the State Libraries of New South Wales, Victoria and Queensland.

2. Scope of *National Union Catalogue of Library Materials for the Handicapped* (NUC:H).

3. Possible categories of material for future inclusion in NUC:H e.g. large print.

4. Relationship of NUC:H to other union catalogues, particularly the Australian Bibliographic Network (ABN). 5. Copyright, publishers' permissions, and the right to copy under section 53D of the Copyright Act.

6. The desirability of producers (of braille or audio materials) making a united approach to publishers for permission to copy. Copyright and production matters were discussed in conjunction with Workshop Group F - Copyright and the production of materials for the handicapped.

7. Relationship of such a united approach to a Works-In-Progress file (WIP).

8. Possibility of AACOBS encouraging libraries having large collections of e.g. audio-visual materials available on loan to consumer organisations assisting the print handicapped. State education organisations are prepared to lend. However the group noted with regret that not all libraries lend audio materials to other libraries.

The following recommendations were agreed to by the workshop on resources sharing:

1. This workshop group asks AACOBS to investigate the possibility of encouraging Australia Post to extend the existing provisions of free postage for materials for the blind to all library materials required for use by the print handicapped.

2. This workshop group requests that AACOBS make known through the inter-library loan code that special packaging for braille and talking book materials is most important and that

articles for the blind should receive the privilege of free postage when the specified packaging material is used.

3. This workshop group recommends that AACOBS investigate the possibilities for direction and assistance towards libraries and institutions co-operating to produce and distribute audio visual materials for print handicapped persons.

4. That, following the recommendations of the Working Party on Library Services for the Handicapped concerning the National Library acting as a centre for international inter-library loans of library materials for handicapped people in Australia, the National Library continue to explore sources, nature of exchange agreements, and assist other Australian libraries to use these resources by making procedures known.

5. This Workshop group wishes to encourage the inclusion of large print titles in the *National Union Catalogue of Library Materials for the Handicapped* as soon as practicable.

6. This workshop group wishes to encourage the National Library in its production of the *National Union Catalogue of Library Materials for the Handicapped* (NUC:H) and to further explore ways in which this can be linked with similar union catalogues in other countries so that these resources can be shared internationally.

WORKSHOP GROUP 2

TOPIC B: Production of braille materials in Australia - standards

Introduction

The workshop considered the need for braille standards in Australia, as well as examining the role of an Australian Braille Authority. The group comprised six members, of whom four were braille readers. All members of the group, however, were involved to varying extents in the production and distribution of braille material. An important background to the workshop was the First National Braille Seminar, conducted during May 1980 in Sydney by the Braille Sub-Committee of the Australian National Council of and for the Blind (A.N.C.B.). It brought together many producers and readers of braille for detailed discussions on aspects of the code, production methods and standards. The seminar recommended to the Executive Committee of the Council that an Australian Braille Authority be formed. It outlined a likely structure and a set of objectives for such an authority, which were subsequently endorsed by the Council's Executive Committee. Thus, an interim Australian Braille Authority now exists in the form of the Braille Sub-Committee of the Australian National Council of and for the Blind.

Survey of braille produced

The workshop began by surveying braille production in Australia. It was immediately apparent that most braille is produced in New South Wales and Victoria but that substantial quantities are produced in the other States and the A.C.T. In excess of 20,000 original pages of braille are produced each year by:

Royal Blind Society of N.S.W.
Royal N.S.W. Institute for Deaf and Blind Children
Blind Society of the A.C.T.
Braille and Talking Book Library of Victoria
St. Paul's School for the Blind and Visually Handicapped (Victoria)
Queensland Braille Writers Association
Braille Society for the Blind of W.A.

Producers generally seem to maintain their own internal standards of quality and presentation. These may differ widely from one to another, however, with the exception that the respective British codes are always used for the transcription of literary, mathematical and scientific texts.

Standards

In considering what braille standards are current in Australia, the extent to which they are satisfactory and whether there is need for an Australian braille standard, the workshop cited four areas where braille standards might be applicable.

These are:

- Adherence to codes
- Physical characteristics
- Correctness and completeness of text
- The treatment of supplementary information.

Adherence to Codes

It was agreed that Australian braille producers adhere fairly well to the British braille codes for literary, mathematical and scientific texts. Some non-uniformity exists, however, in the use of capitalisation and in the treatment of certain mathematical or scientific topics - such as computer programming - not presently catered for by the existing codes. For braille music, on the other hand, the American "Bar Over Bar" format is now generally used in preference to the British "Bar By Bar" system. In spite of any apparent uniformity, however, in adherence to internationally accepted codes, a number of unresolved issues relating to braille codes remain, which will have to be addressed in the near future.

Physical Characteristics

These physical characteristics of braille material relate to:

- the height, size and spacing of dots
- the number of characters per line, per page and pages per volume
- the use of single-sided, inter-lined or inter-pointed braille
- the choice of embossing paper, covers and binding materials.

The workshop observed that standards currently exist in relation to the characteristics of dots, simply as a result of the widespread use of Stainsby, Perkins or LED 120 braille embossers. In relation to the other physical characteristics of braille material, no uniformity exists, though braille producers seem to maintain their own internal standards. Thus, whilst the workshop endorsed the importance of the current standardised dot characteristics, it saw no need for standardisation of any of the remaining physical characteristics of braille material.

Correctness and Completeness of Text

Here, the workshop identified substantial variation in the accuracy of braille produced. It noted that this is a reflection

of the emphasis that individual producers place on proof-reading. Likewise, substantial variation in the completeness of texts is apparent in respect of the inclusion of footnotes, tables, references and so on. Although individual producers were seen to maintain their own internal standards, in most cases; the workshop saw this as insufficient, emphasising the necessity of complete and accurate braille transcriptions.

Supplementary Information

This relates to the inclusion or layout of:

title and contents pages
braille and print page numbering, footnotes
tables, diagrams, indices and references

This area was seen as very important by the workshop. It observed that no uniform treatment of these items existed, emphasizing the need for minimal standards to be adopted, as such information was often of vital importance to the braille reader generally and the senior student in particular.

Inter-library Lending

The workshop discussed the likely effects on producers and readers of extensive inter-library lending of braille books. Whilst this would naturally increase the choice of material available to braille readers, the workshop warned that the facility must not be used to reduce the number of braille copies of popular books in circulation. Just as sighted people rarely have to wait to read their favourite books, braille readers should also not have to endure excessive waiting times before reading books of their choice. The workshop also noted that an effect of inter-library lending would be to reinforce the need for braille standards, particularly in relation to the correctness of braille transcriptions.

Australian Braille Authority

The workshop spent much time in consideration of the role and scope of any proposed Australian Braille Authority, from the viewpoint of the importance, development and maintenance of standards. In essence, it strongly endorsed the steps already being taken by the Australian National Council of and for the Blind towards the establishment of such an authority. The workshop went on to endorse the objectives of the proposed Braille Authority as ratified by the Council's Executive Committee on the 25th November, 1980.

Recommendations

1. That the actions of the Australian National Council of and for the Blind in initiating the establishment of an

Australian Braille authority be endorsed, and that the Council's current endeavours to have such an Authority established on a permanent basis be strongly supported. Further, that the National Library of Australia, which is becoming increasingly involved in the provision of library services to print handicapped citizens, should support the establishment and continuance of an Australian Braille Authority.

2. That the objectives for the Australian Braille Authority as set out in the report of the Braille Sub-Committee of the Australian National Council of and for the Blind and ratified by the Council's Executive Committee at its meeting on the 25th November, 1980, be endorsed.

These are:

a) To standardise braille codes throughout Australia.

b) To liaise with overseas braille authorities and committees such as the Braille Authority of the United Kingdom, the Braille Authority of North America and Braille Sub-committees of the World Council for the Welfare of the Blind, and to initiate and participate in discussions between international bodies on braille matters.

c) To establish training and accreditation of braillists and proof-readers, with assistance from member agencies of the Australian National Council of and for the Blind, who have programs and expertise in these areas.

d) To provide a forum for an interchange of views by those interested in braille, by such means as publications and seminars.

e) To investigate braille usage in Australia.

3. That, once the Australian Braille Authority is established, it consider discussing with the National Library of Australia the possibility of including in each entry of the *National* Union Catalogue of Library Materials for the Handicapped (NUC:H), the Braille Authority's endorsement of the publications having met the current standard.

4. That the payment by the federal government of a subsidy to braille producers to help offset the high cost of braille production be strongly endorsed. The federal government is further and very strongly urged to establish the subsidy on a permanent and ongoing basis.

5. That the objective of making braille books available to the consumer at a cost which does not exceed that of the printed source of transcription be pursued by producing agencies.

WORKSHOP GROUP 3

TOPIC C: Production of Audio Materials in Australia - standards

The group accepted unanimously the right of print handicapped people to expect excellence in audio material, and the need for standards to be set to achieve this excellence.

It was felt that these standards would apply with different emphasis to different items of production. The group saw six types of production to which standards should be applied:

(i) Books for general library use
(ii) Student texts
(iii) Magazines
(iv) Individually requested or small circulation items
(v) Material for radio for the print handicapped
(vi) Commercially produced material.

The standards would need to cover areas such as:

. Voice of narrator

. Speech patterns

. Accuracy of reading

. Pronunciation

. Aesthetic/Interpretive requirements

. Timing of readings

. Track announcements

. Monitoring/Testing

. Labelling

The documents prepared by Library of Congress would seem to be a useful basis for such a set of standards.

The workshop agreed that it will be necessary to keep priorities in mind when setting these standards, but that they should be the ideal towards which producing agencies must aim.

Therfore the workshop recommends:

1. That the National Library assume responsibility for convening a meeting of producers of audio material and consumer representatives. This committee should draw up standards for audio production, consider accreditation criteria, and

methods of implementing the proposed register of Works-in-Progress file.

2. The possibility of using a Telecom link-up to save travel costs and to include wide representation for the committee should be investiaged.

3. The committee should decide what should be done with previously recorded, but sub-standard works. Books of high literary value should be retained until re-read.

4. Ideally a standard rating of recording quality could be incorporated in the *National Union Catalogue of Library Materials for the Handicapped* (NUC:H). Such a rating could indicate both the quality of the reading and the technical production. The committee should also include a sound recording authority.

5. The committee should survey recording playback equipment and blank tape for quality of reproduction, price and ease of operation, and, if possible, make recommendations to manufacturers.

The workshop group looked at the need for a broad spectrum of titles to be made available to readers. It recognises that gaps exist now, particularly in the area of heritage of literature. Selection procedures were discussed and it was agreed that there must be user feed back, possibly through libraries. There must also be regular circulation of lists of new books available. Therefore we recommend that a panel be set up, under the auspices of the National Library to compile lists of books covering areas such as:

Australian works
Works of literary merit - current and classic
Reference and other non-fiction material
High-interest low-vocabulary material
Material in other languages
Children's and young adult's books.

The panel would need to include specialists in these fields, and consumers. Producers are to be encouraged to give priority to recording books from these lists.

The workshop looked at the question of people obtaining their own copies of particular books and the group recommended that states or regions investigate ways of meeting the needs of people anxious to obtain their own copies of certain books.

Finally the group recommended that the attention of the producers of audio material be drawn to the recently established Australian branch of the International Association of Sound Archivists, for their mutual benefit.

WORKSHOP GROUP 4

TOPIC D: Standards for library service for the handicapped in Australia

Need for Standards

Library standards serve many and valuable functions - for the profession, for administrating and financial authorities and for the public at large. Standards convey the essential nature of tasks through succinct statements of objectives. Standards can also provide 'bench marks' by which librarians, administrators or users can measure performance, and they can place quantitative values on what needs to be provided or achieved.

We are at a stage where we are seriously addressing ourselves to the library and information needs of users or potential users who are restricted in the use of library and information services by some disability; "we" representing special libraries, academic libraries and all components of the public library system. It is well past the time when we should be establishing realistic goals both for individual libraries, types of libraries and for the profession as a whole.

With the accelerating rising costs both of staff and library materials, many libraries are learning to co-operate and combine in order to survive and to maintain their present levels of service. The specialised materials and services required to effectively serve disadvantaged users represent, proportionate to the number of potential users, and in real terms, an even greater cost. The cost of special materials, the uncertainty of demand and the thinner spread of users compel librarians to address themselves to the development of resource-sharing networks serving the disadvantaged user. No single library or agency can aspire to be self sufficient, and the production of guidelines for the development of networks is an essential element in any Australian standard.

Australian libraries need standards for the provision and development of services to the disadvantaged. They also need guidelines identifying agreed patterns of responsibility within the Australian library system.

Library of Congress Network of Libraries for the Blind and Physically Handicapped

The workshop group has examined the *Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* and has prepared a list of points that any Australian standard should cover. These are listed in Appendix A.

Essentially the exercise served as a departure point from which the group could proceed to consideration of an Australian standard and had limited value other than to provide a check-list.

Guidelines for drafting an Australian standard

In addressing this issue the group made two judgements:

1. The need for benchmarks was not questioned. More research would be needed, however, before values could be placed. The group simply identified formulae such as "x for y" where "x" represented numbers of items, dollars, etc and "y" represented number of disabled persons, users, etc; the values of x and y are yet to be determined.

2. The group identified issues or areas of concern where it considered statements or guidelines should be formulated. A draft statement/standard with broad headings of what it considered should be covered is set out in Appendix B.

This workshop group recommends that the report of the workshop on standards for library service to handicapped people in Australia be referred to the Library Association of Australia with the recommendation that the Association formulate and promulgate standards for library services to handicapped people in Australia.

APPENDIX A

Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped: Checklist of points to be incorporated in an Australian Standard

General

- Statement on the right to equality of services
- Planning machinery

Buildings and Furniture

- Physical access to buildings
- Internal layout
- Shelving

Materials

- Types
- Access through networking
- Recognition that materials are expensive
- Recommended expenditure
- Selection policies
- Quality control
- Collection maintenance

Services

- Statement on access to services and materials
- User participation
- Provision of specialist staff
- Circulation systems
- Lending policy
- Relations with special groups and agencies
- Roles of components in a national network

Administration

- Staffing salary levels
- Staff qualifications
- Staffing provision
- Staff training
- Role of volunteers
- Need for reports/statistics
- Research and development

APPENDIX B

Guidelines for the preparation of an Australian Standard for Library Services for the Handicapped

1. The standard should emphasise the rights of handicapped persons to library services along the lines of United Nations Declaration of Rights of the Disabled.

2. The standard should stress that "handicapped" is to include all persons whose disabilities affect their use of libraries.

3. The standard should state that it should be the responsibility of all library authorities not only to make services available but also to ensure that they create awareness of these services to all potential clientele and to maintain a continuing program of awareness of services provided - special account to be taken of the media serving the handicapped.

4. The standard should recognise that no one library can be self sufficient in the provision of resources and that co-operation with other library services and agencies is essential. Notwithstanding this, it should be stressed that it is necessary that there be a basic adequacy of provision of resources at the point of service.

5. The standard should state that any publicly funded library should apportion some of its funding for services for the handicapped. Further, that this allocation be fixed at a basic minimum level expressed as a percentage of the total budget or as a per capita expenditure based on the incidence of handicapped persons in a particular service area, as reflected in statistics produced by the Australian Bureau of Statistics, whichever is greater.

6. The standard should prescribe the roles of various types of libraries within the networks, leaving sufficient flexibility to take account of local conditions.

7. The standard should clearly define terminology, taking account of the World Health Organisation definitions for 'impairment', 'disability' and 'handicap'.

8. The standard should address itself to special materials for handicapped people; to the need for written acquisition policies; to recommended levels of provision; to quality control, including reference to current standards for the production of special materials; and, to the provision of equipment needed to read library materials.

9. The standard should embrace the range of appropriate services, including provision of appropriate loan collections, incorporating literacy materials, toy collections, etc; inter-library loans; reference information and referral; extension services, including home delivery, services to institutions, etc; loan conditions and circulation, including recognition of the need for flexibility in regulations; and catalogues of special materials in appropriate formats.

10. The standard should refer to appropriate standards of physical access, taking account of provisions formulated at the first seminar. It should also recognise that impediments to access can be created by lack of physical facilities, strict regulations, staff attitude or an inhospitable environment.

11. The standard should refer to the need for staff with special training in work with handicapped people; to the levels of provision of such staff; and, to the need for all public contact staff to have in-service training in this subject. The standard should also admit the role of volunteers in services to the handicapped.

12. The standard should prescribe a participatory style of library services to the handicapped through development of co-operative projects with community organisations, self-help groups, and other agencies or persons working with the handicapped. Such projects should also include consumer participation.

WORKSHOP GROUP 5

TOPIC E: Promotion of library services for the handicapped: reaching people who need special materials

Australia has a potential usership of library services for readers with disabilities of 490,000 people. The chilling reality is that perhaps 10,000 people receive such a library service that is, one in twenty five of those who could be expected to use a library service offering material in alternative formats - braille, audio books, large print etc.

The above figures are based on the Library of Congress figure which estimates 3.5 percent of the population to be print handicapped readers (i.e. unable to read, handle or comprehend a conventional print copy of a book). Therefore Australia, with a population of 14,000,000 could have a potential usership of 490,000 people able to use a library service providing material in alternative formats.

It was felt that, given libraries are often the only source for information in these formats, the usage rate (estimated at an average of 30 percent in public libraries throughout Australiasia) could be as high as 50 percent. Therefore the actual number of print handicapped library users in Australia could be approximately 250,000 people.

Why the low usage rate?

Six possible reasons for non-use of library services were suggested.

1. Lack of awareness. Both public and special libraries (here meaning libraries with collections of alternative format materials) are not aware of where their potential users are. Even when they are "discovered", there is no existing mechanism to refer them to libraries. The majority of referrals are by word-of-mouth process or a direct referral from a medical practitioner. Similarly, potential users themselves are often not aware of the existence of special services.

Further, it was felt that library services often came off second best in centres catering for large numbers of aged and disabled people. Craft programs and other services not directly related to health care usually take priority over reading and informational needs. This aspect was seen to be as much the fault of libraries as of the institutions providing care.

It was felt that this was a chicken and egg situation; libraries cannot afford to advertise their services due to lack of funds,

and, if they did, could they cope with the increased demand for services?

Another aspect of lack of awareness, was the very nature of library services for readers with disabilities. The physical remoteness leads to the process of finding out just where such a library is, requesting application forms, having to use another person to fill them in, obtaining a referral from a practitioner, all adding up to a very complicated, depersonalized and rather clinical procedure. However, given problems of mobility often associated with a disability, there seemed no easy solution to this mode of application for library service.

For those whose geographical access was not restricted, it seemed that housebound services through local public library outlets could be used. Many public libraries already offer such a service on a limited scale, distributing not only conventional print material, but also large print and in some cases, audio books.

In cases where local libraries stock audio books, the reader with special needs whose mobility is not affected may use the library in the usual way but these libraries are still few.

Where braille books are concerned, it was felt that they did not fit into this type of service delivery, due to the need for specialist staff and shelving requirements. However, there is a real difficulty for braille readers in the existing system - the return of books. Because of their size, they do not fit into a letter box, and have to be carried (often by elderly blind readers) to the nearest post office. It was suggested that the return of braille books to the issuing library might be considerably easier if a housebound service could pick them up and return them via the existing library delivery network.

2. Unwillingness of eligible non-users to use library services. The participants of this workshop felt that there was a tradition that public libraries could not help readers with special needs. Therefore, readers with disabilities had to use "special" libraries, usually attached to a welfare or rehabilitation organisation. It seems that there can sometimes be a stigma attached to library services which set out to serve a "different" type of client, and it was suggested that if the emphasis of these services could be changed to the type of material offered, instead of identifying the type of client, that stigma could be diminished.

3. Failure of health care officials to refer clients. The term "health care official" was broadened to "referring agent" in order to include librarians, opthalmologists, optometrists, medical and para-medical staff at spinal units and geriatric centres, occupational therapists, welfare officers, teachers, nursing staff and the clergy.

When a person with a disability sought and received treatment, the health care official often considered his part in the treatment to be finished. Again, it seems that librarians themselves could do more to provide information to such referring agents.

When the referring agent is a librarian, it became evident that many public librarians are simply not aware of services available to the print handicapped reader. Often when a reader reaches the stage where he cannot manage to read even large print, it is assumed by the librarian that his reading days are over.

4. Scope and breadth of services. Many people assume that "special" library services exist only for blind readers. In fact, many services cater for physically and mentally disabled people. For those with 'invisible' handicaps (e.g. the hearing impaired reader, the epileptic or illiterate person) special attention should be given to the provision of suitable materials. Access to and the function of libraries must be geared to use by disabled people, and while the provision of ramps, self-opening doors, etc., is a step in the right direction, it was recognized that disabled readers should be able to use the catalogue and charge and discharge books at the circulation desk.

5. Temporary disabilities. The low use of library services by readers with temporary disabilities was seen to be caused by a lack of knowledge by both potential consumers and library staff. The fact that a temporary disability also renders a person eligible for use of special format materials is one which is. often overlooked by medical and para-medical staff, as well as librarians.

6. Material in other languages in alternative formats. The last reason considered for the low usage rate of libraries concerned the paucity, or complete lack, of material available in languages other than English. Australia is now, and seems likely to continue to develop as a multi racial society. For those readers with disabilities whose mother tongue is not English, there is almost nothing available through the existing library networks.

Solutions

Solutions for these problems were not easy to find, but as the group worked through these six problems, they seemed to fall naturally into coalitions which could be treated simultaneously.

The first and most obvious method to (a) increase awareness, (b) broaden referring agents' knowledge, (c) disseminate information about the scope and breadth of services including (d) temporary disabilities, was a general and sustained media campaign. While this did not come to terms with the problem of how to cope with the increased demand for services, several interesting strategies emerged for getting to and through the media at a minimum cost.

A solution to the particular problem of low profile in institutions caring for aged/disabled people was the use of libraries as a resource to channel information to disabled people on all rehabilitation and welfare services as well as special library services.

Community service at local levels was seen as another method of outreach to readers with disabilities. As mentioned earlier, the provision of housebound services and the stocking of large print books in most public libraries are two avenues already in use.

A further suggestion was that of provision of reading services on a one-to-one basis for people who need private documents (e.g. letters, bank statements and accounts) read to them. This could be organised locally, and the library could act as a referral centre for those needing this service. The pick-up of braille books by the local housebound service could also help alleviate the depersonalised nature of library services.

In-service training of referring agents was seen as an important priority, and one in which library staff should be involved. There is a clear need to establish a system to inform medical and para-medical officers of the existence and support of special library services. This could probably be achieved at seminars, during training courses and through visits to clinics and hospitals.

It was felt that university courses for medical and para-medical personnel should include seminars on special library services, and the need to lobby professional bodies and concerned politicians in each state to promote this concept was also seen as vital.

The group felt that there was a clear need for a three-pronged attack on in-service training for library staff.

Firstly as routine, librarianship students should spend a few weeks work experience or practicum in a special library, in order to acquaint themselves with the range and methods of service. The cost of this program would be negligible, and has already begun on a small scale.

Secondly, that a network should be established for librarians and library assistants to exchange staff with special libraries. This field work experience was seen to be valuable in two ways - in acquainting public library staff with methods and services to readers with disabilities, and to bring special library staff up to date on a broad range of activities and borrowing trends in public libraries. Again the cost of this program would be negligible.

Thirdly, the workshop group noted the need for on-going continuing education seminars for librarians to reinforce the other two proposals.

At the conclusion of the workshop, there was an evident need for more information. Research was needed on the identification of the potential disabled users of libraries and their particular format needs; where do they live; what, and in which format do they read; what special informational needs do they have; what can libraries do to meet these needs?

The results of the forthcoming Australian Bureau of Statistics 1981 Survey of Handicaps should give us further information, but perhaps we should be looking at the need for more precise data.

There was a strong feeling in the workshop that disabled people themselves have a large contribution to make, by alerting the library community to their needs. This will not occur until a positive approach is made by libraries to promote special services, and when it is, encouragement and support should be given to positive participation by disabled people in library services.

In this International Year of Disabled People, and beyond, libraries should be active in positively promoting services which enables fuller and more equal lifestyle to be achieved.

Statement of non-usership

It must be recognized that in Australia there is a potential usership of libraries for disabled readers of nearly half-a-million (based on 3.5 percent of the population being print handicapped). Given that disabled people would often have such libraries as their only source of information, usership could be expected to be higher than in a conventional library service.

The reality is this, that about 10,000 people use such library services. This is 1 in 25, based on a 50 percent usership of the potential number of readers requiring alternative formats.

This shockingly low rate of usage requires political action for funding (in line with other developed countries), particularly in the United Nations International Year of Disabled People (I.Y.D.P.) and leads to the following resolutions as avenues of action from this workshop.

1. That librarianship students spend a period of work experience or practicum in libraries serving disabled readers. That librarians and library assistants in the field participate in staff exchange programs between e.g. public libraries and other libraries serving disabled readers.

Further, that on-going continuing education seminars be a regular feature available to all librarians.

2. Since all people with an impairment which leads to a permanent or temporary disability, have as their first point of reference a "health agent", a concerted effort from librarians serving disabled readers should be mounted to inform and advise these people of the availability of library and informational services. This requires outreach programs from libraries to all medical and para-medical staff, both in training and in the field.

3. That the Library Association of Australia, in association with the national I.Y.D.P. Secretariat, should produce a leaflet to inform the community on library services for disabled users, and that this leaflet be distributed through all agencies concerned with handicapped people.

   This leaflet should also be available in a range of languages and alternative formats, and produced immediately as a matter of urgency.

4. That articles should be presented for publication to "health agents", professional and para-professional journals. These articles should highlight and discuss various aspects of the services available from libraries serving persons with special needs.

WORKSHOP GROUP 6

TOPIC F: Copyright and the production of materials for the handicapped

Introduction

The workshop group comprised representatives from three of the six main agencies producing materials for the print-handicapped; people from tertiary institutions with audio collections, but not yet involved in production; a representative of The Australian Book Publishers' Association; and someone presenting the views of organisations providing services for intellectually handicapped users.

For one session, the copyright workshop joined forces with the workshop looking at inter-library lending, feeling that the two groups probably had common ground. Also present at that session were Peter Banki from The Australian Copyright Council, and Robin Bell and Bob Eagers from the Attorney-General's Department.

Two problem areas were immediately apparent, as the group began to talk about copyright and the production of special materials for handicapped library users.

One of the problems was the lack of understanding between publishers and producers about what was involved; the other was the lack of knowledge shown by producers about what the Copyright Amendment Act would mean to them.

Comments from the representative of the Australian Book Publishers Association highlighted the lack of communication, existing between those applying for copyright permission and those granting it. The resulting confusion centred on two points - one being that publishers didn't understnd why they were being approached by more than one institution for permission to reproduce the same book and, in fact, some were irritated by the receipt of several applications. The other was that publishers had no knowledge of what was involved in producing and circulating special format materials; for instance, some had the misconception that blind readers are the sole users of special format materials.

The lack of any real understanding about the effect of the Copyright Amendment Act was particularly worrying, although subsequent disussions have shown that very few people do understand it. A particular area of concern was the definitions of terms used in the Act.

Suggested topics for discussion

1. What copyright difficulties are being encountered by agencies producing materials for the handicapped?

(a) Refusals by publishers to grant permission, usually for recording. Sometimes reasons are given but often they are not. Production agencies using 2-track, formats understandably have more trouble than those using a closed system.

(b) Conditions placed on the making of the recording. For example, the payment of a fee, which usually is nominal, but may be much more; or a restriction on the number of copies that can be made.

(c) Tracing the copyright holder appeared to be a problem for both publishers and agencies requesting permission.

2. Will the amendments to the Copyright Act overcome those difficulties?

The feeling on the part of the representatives of the Australian Copyright Council and the Australian Book Publishers' Association was that the amendments will not overcome any difficulties.

Although the note preceeding the amendment mentions "multiple" copies, the wording in the relevant sections is "a braille version" or "a recording". Workshop members felt that, in order to cover themselves legally, production agencies would still need to write for permission to make copies of their master recordings.

What the amendment appears to have done is legalize the activities of the student service operations. These departments have been making one copy of student material, without requesting permission. Under the Statutory Licensing Scheme they may continue to do so as long as records are kept in the realization that copyright holders may claim payment. Both the Australian Copyright Council and the Australian Book Publishers Association felt this latter action would be unlikely.

Difficulties encountered by agencies assisting intellectually handicapped users will not be resolved, because such agencies have been exluded from the terms of the act.

3. What role should a copyright clearinghouse at the National Library have in helping overcome copyright problems with special format materials?

At present, involvement of the National Library of Australia in obtaining copyright permissions is not appropriate. However in addition to, or preparatory to, the Works-In-Progress file which